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Introduction & Guide to Use

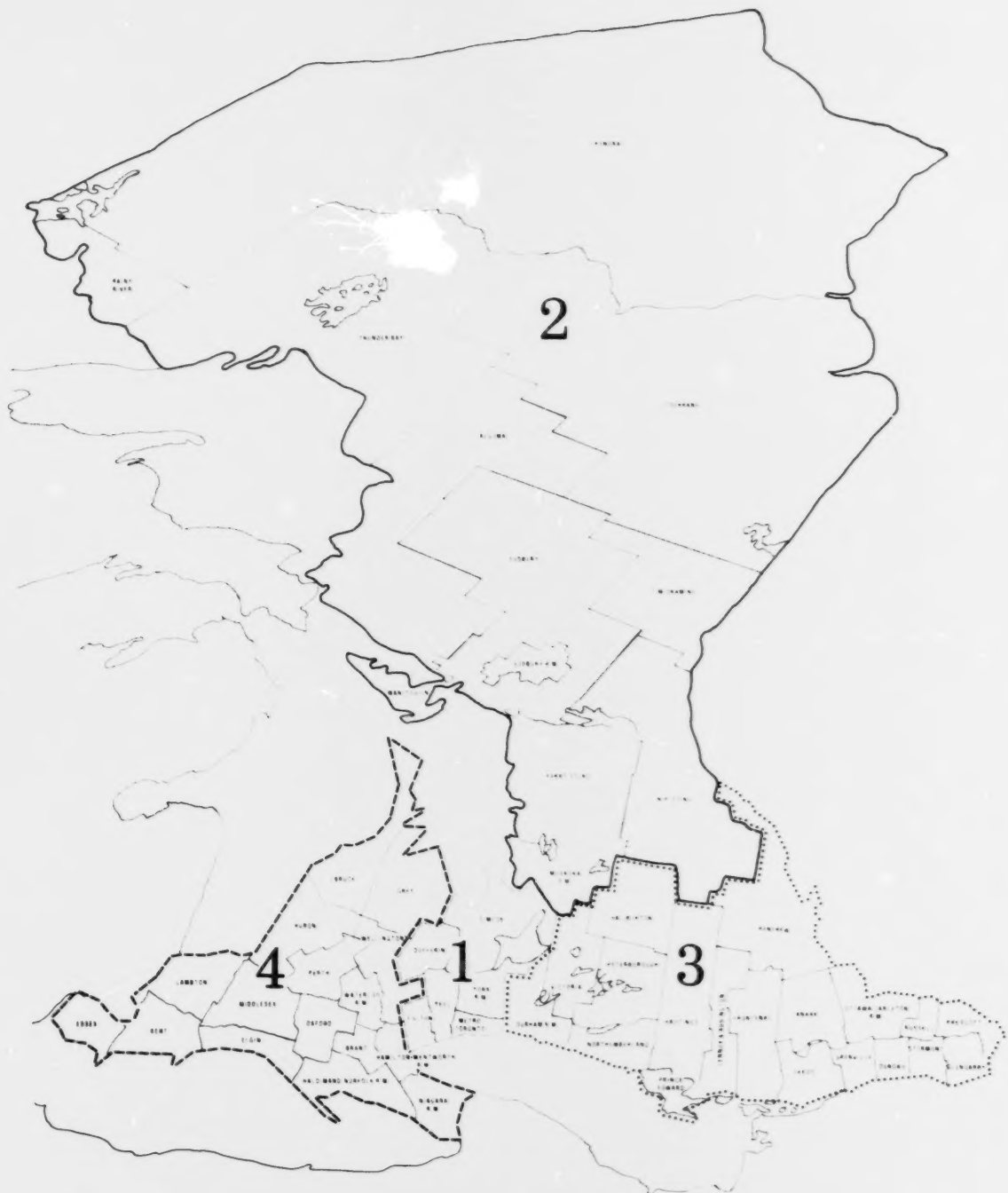




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INTRODUCTION

The Family Violence Prevention Program of the Ontario Ministry of Community and Social Services has compiled this first "Compendium of Services for Battered Women in Ontario". There is great concern for the plight of the women assaulted in the home, and a recognized need to make people aware of the services that exist to help them.

As part of the government's initiatives to respond to this problem, this compendium has been designed to be a source of information and referral for professionals and para-professionals who work with battered women. It will also be of use to the battered woman herself who may have access to it in such agencies as emergency shelters, local libraries, community information centres and legal information clinics.

How Organizations Were Included

In October 1984, A.R.A. Consultants of Toronto, working on behalf of the Ministry, sent a questionnaire requesting information about services provided to battered women to approximately 800 organizations and agencies across the province. The questionnaire requested organizations to state whether or not they wished to be included in the compendium, and also requested the names of other organizations providing services to battered women in the area. Approximately 450 organizations agreed to be included.

The focus of the compendium is on services specifically for battered women. Some serve primarily the battered woman; for example, the network of transition houses and family resource centres that provide shelter to her and her children. Other community services serve a broad range of clients, among whom is the battered woman: counselling services, information centres, medical and legal clinics. There is a third group of services, generally easily identified in the community, that also serve the battered woman: the police, welfare offices, and hospital emergency rooms. This third group has been included when they identified a special service such as domestic response teams or indicated their desire to be included; therefore, coverage of these services is not uniform in all areas. Information on these emergency services, if not included here, can be found in the local telephone directory.

While groups for men who batter may not necessarily be considered a "service for battered women", these groups provide an important service in the prevention of further abuse, and therefore are listed in the compendium under "Counselling for Men".

Information in the compendium and the categorization of services are based on the descriptions as provided by the respondents.

Although every effort has been made to ensure that the information in the compendium is accurate and complete, we are dependent upon the data provided to us. Therefore, if there are any errors or omissions, we would appreciate being advised of these. If there are agencies or organizations that should be included, please complete the questionnaire on page xv and forward it to the address below.

As this is the first such compendium, your comments on format and contents would be most appreciated.

Please forward any changes or comments to:

Family Violence Prevention Program
Ministry of Community and Social Services
3rd Floor, Hepburn Block
80 Grosvenor Street
Toronto, Ontario
M7A 1E9

EXPLANATION OF MAJOR SERVICE CATEGORIES

This section gives an overview of the kinds of services that are included in the compendium. Any one organization may provide a number of the services listed below; however, because of space limitations each organization is listed only once, under its primary service. As an example, transition houses are listed under "emergency shelter"; however, they also provide counselling, information and referral, and help to link up their residents with legal and medical services. It is best to read through the section for your area to determine which agency is best suited to the need.

Please refer to your local telephone directory for additional emergency services such as hospitals, police and welfare assistance if they are not included in the listing for your area.

Alternatively, if there is one in your community, contact your local community information centre, nearest transition house or family resource centre for further information on local services for battered women.

The following descriptions provide an overview of the services available in many communities.

Counselling

Counselling agencies offer individual and/or group counselling for assaulted women, families, or men who batter.

Contact the organization or group offering the counselling as eligibility requirements vary depending on the specific program. As a part of the counselling process, referrals can also be made to other appropriate services such as legal, child care, health and financial assistance. Fees for service, if any, are generally on a sliding scale.

Emergency Shelter

There are three kinds of emergency shelters that are listed: transition houses; family resource centres; and multi-purpose shelters.

Transition houses, also known as interval houses, are temporary residences created to serve battered women and their children. They operate on a 24-hour basis to provide shelter, food, emotional support and access to other services. When these houses are not fully occupied, some of them will take in women and children with other special needs.

In small isolated communities, the majority of shelters are known as **family resource centres**. While providing a variety of services for battered women, they are also mandated to provide accommodation for women and children with other special needs.

While **multi-purpose shelters** do not necessarily have specific programs for battered women, they will provide emergency accommodation in the event there are no vacancies in the transition houses or family resource centres. Multi-purpose shelters may accommodate women in a housing crisis, transient women, ex-psychiatric patients and women dependent on alcohol and/or drugs. Some family shelters take in men as part of the family unit.

Staff in transition houses and family resource centres provide individual counselling and referral to services that provide health, legal and financial assistance. Additional services include on-going informal counselling, life skills training and child care programs.

Assaulted women not requiring immediate accommodation but wanting to discuss their situation can also call these facilities for information and advice, usually on a 24-hour basis.

It is advisable to call ahead to ensure that a vacancy is available, especially with shelters specifically for assaulted women.

Financial Assistance

The source of immediate financial assistance for persons 16 years of age and over is the General Welfare Assistance program of the local Municipal Department of Social Services. Appointments can be made by telephone to the Intake Department, for a home visit to be arranged in order to determine financial eligibility. If not listed here for your community, check the blue pages of your telephone directory under "welfare" or "social services".

Services include assistance with shelter and food costs, premium-free medical and hospital coverage, assistance with prescribed drugs, dental services, moving expenses, limited storage, eye glasses, beds, bedding and cribs.

The **Employment Support Initiatives** program, available through some municipal social services departments, assists single parent recipients of General Welfare Assistance and Family Benefits Assistance to return to the workforce. It includes pre-employment counselling; an individualized plan for economic independence; child care and financial assistance for expenses incurred while participating in upgrading, training and job search related activities.

Other supportive services include specialized counselling in personal, youth and family problems, and nutritional services. Home help, nurses, homemakers and shelter can also be arranged with community agencies by the Department dependent upon meeting eligibility requirements.

Immigrant Women's Services

The organizations listed under this heading have particular expertise in providing various kinds of services to immigrant women. Some provide individual or group counselling for battered women; others will serve as information and referral sources to other community services. Most provide services in several languages.

Information and Referral

Information centres provide comprehensive information on a wide range of services that may be required by the battered woman. The service is provided confidentially, by telephone or in person, and at no cost.

Some agencies which provide no specific service to battered women asked to be listed under "information and referral" as they are in a position to direct people to other community agencies.

Legal Services

Legal information, and in some cases, legal advice, is available from community legal clinics. Service is provided by lawyers, legal workers or supervised law

students. It is advisable to contact the clinics directly regarding details of service provided.

Also listed are the offices of the Crown Attorney throughout Ontario. Within each office, a Domestic Response Co-ordinator has been named to take a lead role in dealing with matters of domestic violence by providing legal advice; assistance and prosecutorial expertise; assistance in obtaining legal aid; and referrals to appropriate community resources.

Medical Services

For reasons of space, we have not attempted to list all hospitals or public health units in the province. In general, the family physician or the emergency room of the local hospital are good sources of immediate medical attention, where staff may refer the battered woman to other sources of help.

In emergencies, ambulance services can be obtained to provide transportation to medical facilities.

Public health departments provide health care counselling, information, referral and support services in such areas as family planning, nutrition, mental health, and care of the elderly and children. In most cases, public health nurses are able to meet with individuals in their homes and are a good source of advice and information on health and social services in the community.

Police

Police Departments are mandated to respond to requests for assistance from battered women, and will provide law enforcement services as appropriate (intervening in the dispute, laying charges, etc.).

Police will usually refer battered women to appropriate local agencies and services. In some areas, police will provide transportation to emergency shelters, or assist in arranging for emergency accommodation under the General Welfare Assistance Act.

For reasons of space, not every police department is listed in the compendium, although every police department requesting inclusion has been listed. Efforts were made to ensure that those police departments with special personnel or programs dealing with domestic violence were included.

Telephone Crisis Line

Telephone crisis lines offer befriending, relief and support to distressed callers in times of personal crisis, as well as referral to other community services. There is no cost for this service.

GUIDE TO USE

(TO FIND THE LISTINGS FOR YOUR COMMUNITY, SEE INDEX ON NEXT PAGE.)

- o **Compendium is organized on a geographical basis by regions:**
 - Province-Wide Services
 - Central Region — Area 1 on map
 - Northern Region — Area 2 on map
 - Southeast Region — Area 3 on map
 - Southwest Region — Area 4 on map
- o **Each region is organized alphabetically by county, district or regional municipality. (See Table of Contents.)**
- o **Within each county, district or regional municipality, the organization is listed once according to its primary service, under one of the following categories:**
 - Counselling for Families
 - Counselling for Men
 - Counselling for Women
 - Emergency Shelter
 - Financial Services
 - Immigrant Women's Services
 - Legal Services
 - Medical Services
 - Police
 - Telephone Crisis Line
- o **Within each service category, an organization is listed alphabetically by its official name.**

INDEX OF COMMUNITIES IN ALPHABETICAL ORDER

See Page	If You Live In	County, District or Regional Municipality	Region
109	Ajax	Durham	Southeast
51	Alliston	Simcoe	Central
176	Ancaster	Hamilton-Wentworth	Southwest
89	Atikokan	Rainy River	North
51	Aurora	York	Central
163	Aylmer	Elgin	Southwest
119	Bancroft	Hastings	Southeast
51	Barrie	Simcoe	Central
186	Bayfield	Huron	Southwest
119	Belleville	Hastings	Southeast
55	Blind River	Algoma	North
79	Bracebridge	Muskoka	North
51	Bradford	Simcoe	Central
46	Brampton	Peel	Central
158	Brantford	Brant	Southwest
127	Brockville	Leeds & Grenville	Southeast
7	Burlington	Halton	Central
46	Caledon East	Peel	Central
215	Cambridge	Waterloo	Southwest
156	Cannington	Victoria	Southeast
124	Carleton Place	Lanark	Southeast
174	Cayuga	Haldimand-Norfolk	Southwest
188	Chatham	Kent	Southwest
131	Cobourg	Northumberland	Southeast
51	Collingwood	Simcoe	Central
153	Cornwall	Stormont,Dundas,Glengarry	Southeast
201	Crystal Beach	Niagara	Southwest

See Page	If You Live In	County, District or Regional Municipality	Region
149	Deep River	Renfrew	Southeast
12	Downsview	Metro Toronto	Central
72	Dryden	Kenora	North
176	Dundas	Hamilton-Wentworth	Southwest
149	Eganville	Renfrew	Southeast
60	Elliot Lake	Algoma	North
215	Elmira	Waterloo	Southwest
12	Etobicoke	Metro Toronto	Central
89	Fort Frances	Rainy River	North
119	Foxboro	Hastings	Southeast
7	Georgetown	Halton	Central
98	Geraldton	Thunder Bay	North
186	Goderich	Huron	Southwest
221	Guelph	Wellington	Southwest
107	Haileybury	Timiskaming	North
176	Hamilton	Hamilton-Wentworth	Southwest
145	Hawkesbury	Prescott-Russell	Southeast
72	Ignace	Kenora	North
208	Ingersoll	Oxford	Southwest
68	Kapuskasing	Cochrane	North
72	Kenora	Kenora	North
161	Kincardine	Bruce	Southwest
112	Kingston	Frontenac	Southeast
107	Kirkland Lake	Timiskaming	North
215	Kitchener	Waterloo	Southwest

See Page	If You Live In	County, District or Regional Municipality	Region
142	Lakefield	Peterborough	Southeast
166	Leamington	Essex	Southwest
156	Lindsay	Victoria	Southeast
211	Listowel	Perth	Southwest
193	London	Middlesex	Southwest
98	Longlac	Thunder Bay	North
145	L'Orignal	Prescott-Russell	Southeast
78	Manitoulin Island	Manitoulin	North
98	Manitouwadge	Thunder Bay	North
98	Marathon	Thunder Bay	North
56	Markham	York	Central
82	Mattawa	Nipissing	North
51	Midland	Simcoe	Central
7	Milton	Halton	Central
78	Mindemoya	Manitoulin	North
46	Mississauga	Peel	Central
68	Moosonee	Cochrane	North
130	Napanee	Lennox & Addington	Southeast
107	New Liskeard	Timiskaming	North
56	Newmarket	York	Central
201	Niagara Falls	Niagara	Southwest
98	Nipigon	Thunder Bay	North
82	North Bay	Nipissing	North
12	North York	Metro Toronto	Central
7	Oakville	Halton	Central
5	Orangeville	Dufferin	Central
51	Orillia	Simcoe	Central
109	Oshawa	Durham	Southeast
133	Ottawa	Ottawa-Carleton	Southeast
172	Owen Sound	Grey	Southwest

See Page	If You Live In	County, District or Regional Municipality	Region
158	Paris	Brant	Southwest
88	Parry Sound	Parry Sound	North
149	Pembroke	Renfrew	Southeast
124	Perth	Lanark	Southeast
142	Peterborough	Peterborough	Southeast
147	Picton	Prince Edward	Southeast
145	Plantagenet	Prescott-Russell	Southeast
131	Port Hope	Northumberland	Southeast
127	Prescott	Leeds & Grenville	Southeast
98	Red Rock	Thunder Bay	North
12	Rexdale	Metro Toronto	Central
56	Richmond Hill	York	Central
201	St. Catharines	Niagara	Southwest
211	St. Mary's	Perth	Southwest
163	St. Thomas	Elgin	Southwest
190	Sarnia	Lambton	Southwest
60	Sault Ste. Marie	Algoma	North
12	Scarborough	Metro Toronto	Central
98	Schreiber	Thunder Bay	North
113	Sharbot Lake	Frontenac	Southeast
174	Simcoe	Haldimand-Norfolk	Southwest
68	Sioux Lookout	Cochrane	North
124	Smiths Falls	Lanark	Southeast
176	Stoney Creek	Hamilton-Wentworth	Southwest
211	Stratford	Perth	Southwest
82	Sturgeon Falls	Nipissing	North
91	Sudbury	Sudbury	North
56	Sutton West	York	Central

See Page	If You Live In	County, District or Regional Municipality	Region
98	Terrace Bay	Thunder Bay	North
60	Thessalon	Algoma	North
98	Thunder Bay	Thunder Bay	North
208	Tillsonburg	Oxford	Southwest
68	Timmins	Cochrane	North
12	Toronto	Metro Toronto	Central
119	Trenton	Hastings	Southeast
161	Walkerton	Bruce	Southwest
215	Waterloo	Waterloo	Southwest
60	Wawa	Algoma	North
201	Welland	Niagara	Southwest
12	Weston	Metro Toronto	Central
109	Whitby	Durham	Southeast
161	Warton	Bruce	Southwest
12	Willowdale	Metro Toronto	Central
166	Windsor	Essex	Southwest
56	Woodbridge	York	Central
208	Woodstock	Oxford	Southwest

QUESTIONNAIRE**COMPENDIUM OF SERVICES FOR BATTERED WOMEN IN ONTARIO**☐

New Entry

☐

Revision to entry on page _____

Please Print:

ORGANIZATION: _____

ADDRESS: _____

POSTAL CODE: _____

COUNTY: _____

REGION: CENTRAL ___ NORTH ___ SOUTHEAST ___ SOUTHWEST ___

TITLE OF

CONTACT PERSON: (if pertinent): _____

TELEPHONE NO. () _____

HOURS: _____

AFTER HOURS

TELEPHONE NO. (if different from above): _____

FEES: _____

AREA SERVED: _____

LANGUAGES: ☐ ENGLISH ☐ FRENCH ☐ OTHER _____CLIENTS: ☐ WOMEN ☐ MEN ☐ CHILDREN

PRIMARY SERVICE

(Choose only one of the services listed below): _____

CHECK SERVICES BELOW WHICH YOU PROVIDE **DIRECTLY**:☐ Counselling for Families☐ Legal Services☐ Counselling for Men☐ Medical Services☐ Counselling for Women☐ Police☐ Emergency Shelter☐ Public Education about Battered Women☐ Employment Counselling☐ Telephone Crisis Line☐ Emergency Financial Services☐ Transportation☐ Ongoing Financial Services☐ Other, please specify: _____☐ Information and ReferralADDITIONAL DETAILS OF SERVICES:

Completed By: _____ Date: _____

Please forward to: Family Violence Prevention Program, Ministry of Community and Social Services, 3rd Fl., Hepburn Block, 80 Grosvenor St., Toronto, Ontario M7A 1E9

Alphabetical List of Services

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Ontario



Ministry of
Community and
Social Services

Province-Wide Services

Province-Wide
Services

PROVINCE-WIDE SERVICES

Community Legal Education — Ontario
62 Noble Street
Toronto, Ontario
M6K 2C9

(416) 530-1800

Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
Area Served: Ontario
Languages: English, French
Clients: Women, Men, Children
Fees: Varied
Details of Service: Legal. Public Education. Information and Referral.
Survival law for women; training programs in
community; social workers.

Education Wife Assault
Trinity St. Paul's
427 Bloor Street West
Toronto, Ontario
M5S 1X7

(416) 968-3422

Title of Contact Person: Co-ordinator
Hours: Monday-Tuesday 10:00 a.m. -- 3:00 p.m.
Wednesday-Friday 10:00 a.m. -- 4:00 p.m.
Area Served: Ontario and Canada
Languages: English, French, Multilingual
Clients: Women, Men, Children
Fees: Negotiable
Details of Service: Public education in the areas of domestic assault;
organize workshops and seminars; speakers available
for interested groups. Develop and distribute
educational material on wife assault. Pamphlets
available in English, French, Italian, Greek, Chinese,
Portuguese, Vietnamese and Punjabi.

PROVINCE-WIDE SERVICES

Family Violence Prevention Program
Ministry of Community and Social Services
Third Floor, Hepburn Block
Queen's Park
Toronto, Ontario
M7A 1E9

(416) 965-4332

Hours: Monday-Friday 9:00 a.m. — 5:00 p.m.
Area Served: Ontario
Languages: English, French
Clients: Women, Men, Children
Fees: None
Details of Service: Public and professional education about wife assault. Development of professional training and educational programs. Consultation with a variety of agencies and government bodies involved in family violence services. Sponsor pertinent research. Compile a number of public and professional educational materials about family violence including the "Compendium of Services for Battered Women in Ontario".

Lawyer Referral Service
c/o The Law Society of Upper Canada
133 Richmond Street West
Toronto, Ontario
M5H 2L3

1-800-268-8326
Zenith 58600
in Area Code 807

Hours: Monday-Friday 9:00 a.m. — 5:00 p.m.
Area Served: Ontario
Languages: English, French
Clients: Women, Men
Fees: \$20.00 for one-half hour
Details of Service: Legal Services. Referral to lawyers; consultation with lawyer for only \$20.00 for one-half hour, especially for people not eligible for Legal Aid.

PROVINCE-WIDE SERVICES

National Clearinghouse on Family Violence
Health and Welfare Canada
Ottawa, Ontario
K1A 1B5

(613) 990-9574

Hours: Monday-Friday 9:00 a.m. — 5:00 p.m.
Area Served: Canada
Languages: English, French
Clients: Women, Men, Children
Fees: None
Details of Service: Public Education. Information and referral on research, pertinent activities, workshops and conferences in Canada; free quarterly, bilingual newsletter. Services encompass wife abuse and child abuse.

Ontario Association of Interval and Transition Houses
29 Dalton Road
Toronto, Ontario
M5R 2Y8

(416) 929-9628

Hours: Monday-Friday 9:30 a.m. — 4:30 p.m.
Area Served: Ontario
Languages: English
Clients: Women, Children
Fees: Membership Fee
Details of Service: Information and Referral. Interest Group. Represents more than 46 transition and interval houses across Ontario; primarily concerned with the funding of hostels and involved with active lobbying; member of National Action Committee on the Status of Women. Information and referral only; no direct service.

PROVINCE-WIDE SERVICES

Ontario Women's Directorate
900 Bay Street
Mowat Block, Fourth Floor
Toronto, Ontario
M7A 1C2

(416) 965-7785

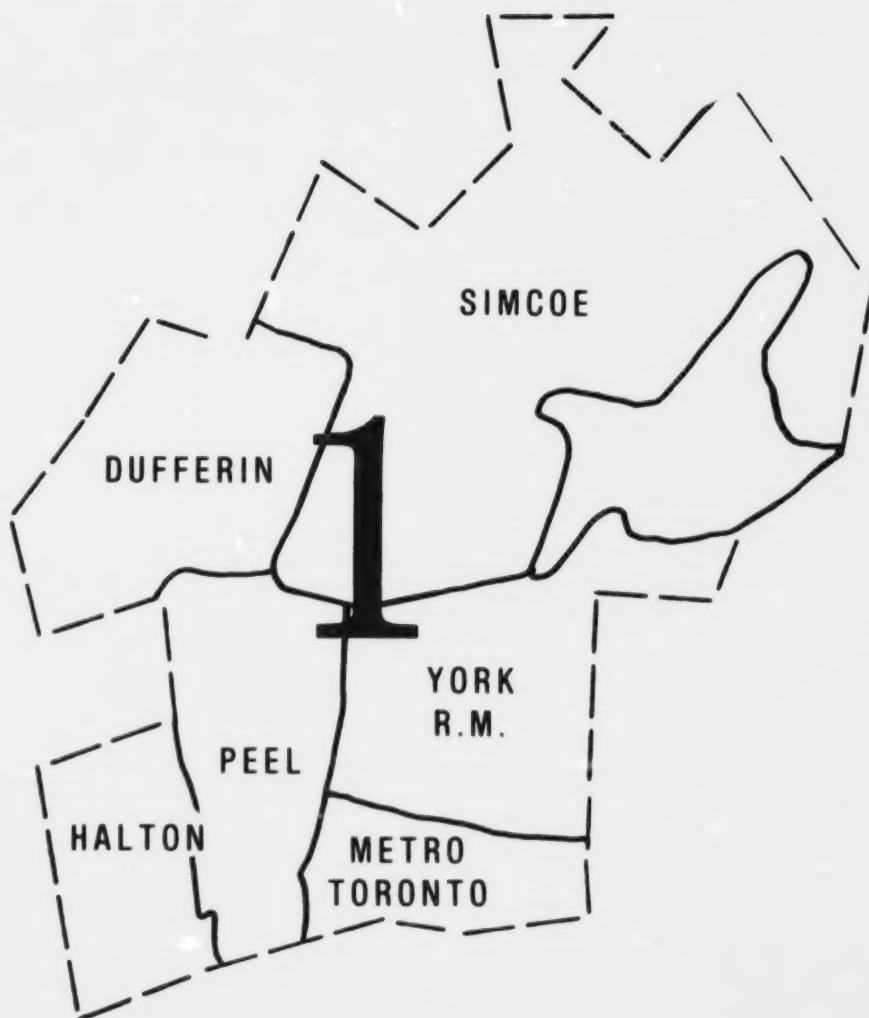
Alternate:	965-8260 (Family Violence Initiatives)
Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
Area Served:	Ontario
Languages:	English.
Clients:	Women, Men, Children
Fees:	None
Details of Service:	Public Education. Research and information on women and women's issues in Ontario, including assaulted women. Sponsor pertinent research. Fund pilot programs. Co-ordination of family violence initiatives within the Provincial Government and among other levels of government. Provide speakers on request, community liaison and free publications. Distribute pamphlets and posters on wife assault. (Posters available in English, French and several other languages.) Brochures on other women's issues available in a number of languages.



Ontario

Ministry of
Community and
Social Services

Central Region — Area 1



DUFFERIN

COUNSELLING FOR FAMILIES

Dufferin Family & Children's Services

(519) 941-1530

51 Zina Street
Orangeville, Ontario
L9W 1E5

Title of Contact Person: Family & Group Counselling Unit
Hours: Monday-Friday 9:00 a.m. — 5:00 p.m.
Tuesday 6:00p.m. — 9:30 p.m.
After Hours: (519) 941-1530 24-hour Emergency
Area Served: Dufferin County
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Counselling for Women, Men, Families; Telephone
Crisis Line; Public Education; Transportation;
Information and Referral and brokerage services.

Family Transition Place

(519) 941-1530

c/o Dufferin Family & Children's Services
51 Zina Street
Orangeville, Ontario
L9W 1E5

Title of Contact Person: Executive Director
Clients: Women, Children
Services Provided: Multi-purpose shelter, **scheduled to open April 1, 1985.**
Details of Service: Shelter for families, not exclusively for battered
women.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

DUFFERIN

LEGAL SERVICES

Crown Attorney/Court House
75 First Street
Orangeville, Ontario
L9W 2E7

(519) 941-4471

Title of Contact Person:	Domestic Assault Co-ordinator
Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal, Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

HALTON

COUNSELLING FOR FAMILIES

Halton Family Services
235 Lakeshore Road East
Oakville, Ontario
L6J 5C1

(416) 845-3811

Title of Contact Person: Assistant Executive Director
Hours: Monday-Friday 9:00 a.m. — 5:00 p.m.
Tuesday/Thursday 5:00 p.m. — 9:00 p.m.
After Hours: (416) 845-3811
Area Served: Halton Region and surrounding area
Languages: English
Clients: Women, Men, Children
Services Provided: Counselling for Women, Men, Families; Public
Education; Ongoing Financial; Information and
Referral.
Details of Service: Individual, family, marital counselling; financial
counselling.

Halton Regional Health Department
1151 Bronte Road
Oakville, Ontario
L6J 6E1

(416) 827-2151

Title of Contact Person: Director
Hours: Monday-Friday 8:30 a.m. — 4:30 p.m.
After Hours: (416) 827-2151
Area Served: Regional Municipality of Halton
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Counselling for Women, Men, Families; Information and
Referral.
Details of Service: Counselling and referral.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

HALTON

COUNSELLING FOR MEN

Halton Support Group for Men
2240 Queensway Drive
Burlington, Ontario
L7R 3T1

(416) 632-6279

Hours:	Anytime
Area Served:	Halton
Languages:	English
Clients:	Men
Fees:	None
Services Provided:	Counselling for Men.
Details of Service:	Self-help group for men who batter; voluntary and court referrals.

EMERGENCY SHELTER

Halton Women's Place
P.O. Box 156
Milton, Ontario
L9T 4N9

(416) 878-8555

Hours:	24 hours
Area Served:	Halton, Peel, Hamilton, Wentworth
Languages:	English, Multilingual
Clients:	Women, Children
Fees:	Sliding scale
Services Provided:	Transition House; Counselling for Women, Families; Legal; Telephone Crisis Line; Employment Counselling; Public Education; Emergency Financial; Transportation; Information and Referral.
Details of Service:	Shelter for battered women and their children; support counselling and referral network; outreach support for non-residents.

HALTON

INFORMATION AND REFERRAL

Information Burlington
2331 New Street
Burlington, Ontario
L7R 1J4

(416) 639-4212

Title of Contact Person:	Manager
Hours:	Monday-Friday 8:45 a.m. — 4:30 p.m.
Area Served:	City of Burlington
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Information and Referral.
Details of Service:	Information and Referral for emergency housing, counselling, food, clothing, financial assistance.

LEGAL SERVICES

Crown Attorney/Court House
491 Steeles Avenue East
Milton, Ontario
L9T 1Y7

(416) 878-7291

Title of Contact Person:	Domestic Assault Co-ordinator
Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal, Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

HALTON

LEGAL SERVICES

Halton Hills Community Legal Clinic

(416) 877-5256

5 Wesleyan Street
Georgetown, Ontario
L7J 2E2

Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
Area Served:	North Halton
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal, Information and Referral.
Details of Service:	Advice on Family Law and Social Assistance Legislation with legal representation in some cases.

POLICE

Halton Regional Police Force

(416) 878-5511

1229 White Oaks Boulevard
Oakville, Ontario
L6J 5C7

Hours:	24 hours
Area Served:	Halton Region
Languages:	English, Multilingual
Clients:	Women, Men, Children
Fees:	Not Applicable
Services Provided:	Emergency Shelter; Police; Counselling for Women, Families; Information and Referral.

HALTON

TELEPHONE CRISIS LINE

North Halton Distress Centre
Box 85
Georgetown, Ontario
L7G 4T1

(416) 877-1211

Hours:	24 hours
Area Served:	Halton Hills; Acton; Georgetown; Milton; Brampton
Languages:	English, French, Multilingual
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Telephone Crisis Line; Information and Referral.
Details of Service:	Befriending the caller; assessment and referral.

Oakville Crisis Centre
Box 776
Oakville, Ontario
L6J 5C1

(416) 844-4541

Title of Contact Person:	Executive Director
Hours:	Monday-Friday noon-midnight Saturday-Sunday noon-midnight
Area Served:	Oakville and surrounding area
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Telephone Crisis Line; Information and Referral.
Details of Service:	Empathetic listening; encouragement and referral to appropriate professional agency.

METROPOLITAN TORONTO

COUNSELLING FOR FAMILIES

Catholic Family Services
67 Bond Street
Toronto, Ontario
M5B 1X5

(416) 362-2481

Title of Contact Person: Assistant Director
Hours: Monday-Thursday 9:00 a.m. — 5:00 p.m.
Tuesday 5:00 p.m. - 9:00 p.m.
Area Served: Metropolitan Toronto
Languages: English, French, Multilingual
Clients: Women, Men, Children
Fees: Geared to income.
Services Provided: Counselling for Women, Men, Families; Employment
Counselling; Public Education; Emergency Financial
Services; Transportation; Information and Referral;
Advocacy.
Details of Service: Individual and group counselling; placement; advocacy;
emergency shelter pending.

City of Etobicoke Health Department
Civic Centre
Etobicoke, Ontario
M9C 2Y2

(416) 626-4314

Title of Contact Person: Intake Nurse
Hours: Monday-Friday 8:30 a.m. — 4:30 p.m.
After Hours: (416) 636-4171 Emergency Only
Area Served: City of Etobicoke
Languages: English, French, Multilingual
Clients: Women, Men, Children
Fees: None
Services Provided: Counselling for Women, Men, Families; Information and
Referral.
Details of Service: Individual and family counselling; home visiting.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

METROPOLITAN TORONTO

COUNSELLING FOR FAMILIES

City of York Health Unit
2700 Eglinton Avenue West
Toronto, Ontario
M6M 1V1

(416) 653-2700

Contact: Extension 217
Hours: Monday-Friday 8:30 a.m. — 4:30 p.m.
After Hours: (416) 653-2700 ext. 217
Area Served: City of York
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Counselling for Women, Men, Families, Information and Referral.
Details of Service: Home visiting to assess family situation; not a crisis intervention service.

Family Service Association of Metro Toronto
22 Wellesley Street East
Toronto, Ontario
M4Y 1G3

(416) 922-3126

Title of Contact Person: Unit Manager
Hours: Monday-Friday 9:00 a.m. — 5:00 p.m.
Area Served: Metropolitan Toronto
Languages: English, Multilingual
Clients: Women, Men, Children
Fees: Sliding scale
Services Provided: Counselling for Women, Men, Families; Telephone Crisis Line; Employment Counselling; Public Education; Emergency Financial; Transportation; Information and Referral; Advocacy; Community Work.
Details of Service: Counselling, group programs for women and abusive men; Domestic Response Team through Metro Police Department.

METROPOLITAN TORONTO

COUNSELLING FOR FAMILIES

Jewish Family & Child Service

4600 Bathurst Street
Willowdale, Ontario
M2R 3V3

(416) 638-7800

Hours: Monday-Thursday 9:00 a.m. 5:15 p.m.
Friday 9:00 a.m. - 4:00 p.m.

After Hours: (416) 638-7800 24 hours

Area Served: Metropolitan Toronto

Languages: English, French, Multilingual

Clients: Women, Men, Children

Fees: Sliding Scale

Services Provided: Counselling for Women, Men, Families; Emergency/
Ongoing Financial; Information and Referral; Group
Services.

Details of Service: Provides individual, family and marital counselling for
Jewish clients only.

Lakeshore Area Multi-Service Project (LAMP)

185 5th Street
Toronto, Ontario
M8V 2Z5

(416) 252-6471

Title of Contact Person: Service Coordinator

Hours: Monday-Thursday 9:00 a.m. - 8:30 p.m.
Friday 9:00 a.m. - 5:00 p.m.

After Hours: (416) 252-6471

Area Served: Lakeshore - South Etobicoke

Languages: English, French

Clients: Women, Men, Children

Fees: Sliding Scale

Services Provided: Counselling for Women, Men, Families; Legal; Medical;
Emergency/Ongoing Financial; Information and
Referral.

Details of Service: Counselling, medical services, financial aid;
information and legal aid.

METROPOLITAN TORONTO

COUNSELLING FOR FAMILIES

Salvation Army Suicide Prevention
Suite 111, 100 Lombard Street
Toronto, Ontario
M5C 1M3

(416) 368-3111

Hours: 24 hours
Area Served: Metropolitan Toronto
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Counselling for Women, Men, Families; Telephone
Crisis Line; Information and Referral.

York Community Services
1651 Keele Street
Toronto, Ontario
M6M 3W2

(416) 653-5400

Title of Contact Person: Intake
Hours: Monday-Friday 9:00 a.m. — 5:00 p.m.
Monday and Wednesday 5:00 p.m. — 9:00 p.m.
After Hours: (416) 653-5400 24-hour answering service
Area Served: City of York
Languages: English, Italian
Clients: Women, Men, Children
Fees: None
Services Provided: Counselling for Women, Men, Families; Legal;
Employment Counselling; Public Education; Medical;
Emergency Financing; Information and referral.
Details of Service: Counselling; medical, legal, housing assistance and
advice; income assistance; referrals from Domestic
Response Team.

METROPOLITAN TORONTO

COUNSELLING FOR MEN

Options

(416) 927-8500

c/o Family Service Association
24 Wellesley Street East
Toronto, Ontario
L4Y 1G3

Hours: Monday-Friday 9:00 a.m. — 5:00 p.m.
Languages: English, Multilingual
Clients: Men
Fees: None
Services Provided: Counselling for men.
Details of Service: Self-help groups for men who batter; voluntary participation.

Focus

Shelter-Based Counselling for Men

(416) 923-5266

Walpole House
291-295 Sherbourne Street
Toronto, Ontario
M5A 2R9

Hours: Monday-Friday 9:00 a.m. — 5:00 p.m.
After Hours: (416) 923-5266 24 hours
Area Served: Metropolitan Toronto
Languages: English
Clients: Men
Fees: None
Services Provided: Counselling for men.
Details of Service: Self-help group for men who batter.

Program for Batterers

(416) 362-2481

c/o Catholic Family Services
67 Bond Street
Toronto, Ontario
M5B 1X5

Hours: Monday-Friday 9:00 a.m. — 5:00 p.m.
Tuesday 7:00 p.m. — 10:00 p.m.
Area Served: Metropolitan Toronto
Clients: Men
Services Provided: Self-help group for men who batter.

METROPOLITAN TORONTO

COUNSELLING FOR WOMEN

Elizabeth Fry Society of Toronto
215 Wellesley Street East
Toronto, Ontario
M4X 1G1

(416) 924-3708

Hours: Monday-Friday 8:30 a.m. -- 4:30 p.m.
After Hours: (416) 924-3708 24 hours
Area Served: Metropolitan Toronto
Languages: English
Clients: Women
Fees: None
Services Provided: Emergency Shelter; Counselling for Women;
Information and Referral.
Details of Service: Services and programs for and about women in conflict
with the law; referrals as appropriate.

Native Community Crisis Team
63 Mutual Street
Toronto, Ontario
M5B 2A9

(416) 947-9277

Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
After Hours: (416) 461-8272
Area Served: Metropolitan Toronto
Languages: English (interpreters upon request)
Clients: Women
Fees: None
Services Provided: Crisis Team
Details of Service: Service native Canadians, family counselling arranged;
appointments required; affiliated with Toronto East
General and Orthopaedic Hospital.

METROPOLITAN TORONTO

EMERGENCY SHELTER

Anduhyaun Residence Inc.
106 Spadina Road
Toronto, Ontario
M5R 2T8

(416) 920-1492

Hours:	24 hours
Area Served:	No restrictions
Languages:	English, Cree, Ojibway
Clients:	Women, Children
Fees:	Fees charged to working women, returned on departure.
Services Provided:	Multi-purpose Shelter; Counselling for Women, Families; Telephone Crisis Line; Public Education; Transportation; Information and Referral; Life Skills Program; Follow-up Program; Native Focus.
Details of Service:	Individual counselling for women and children; native staff; outreach programs for non- and ex-residents.

Emily Stowe Shelter For Women
21 Brimley Road
Scarborough, Ontario
M1M 3H3

(416) 264-4357

Hours:	24 hours
Area Served:	Scarborough and Metro Toronto
Languages:	English, French, Spanish, Hebrew
Clients:	Women, Children
Fees:	None
Services Provided:	Transition House; Counselling for Women; Telephone Crisis Line; Public Education; Information and Referral; Child Care Services.
Details of Service:	Shelter; in-house legal clinic; advocacy work and community education; referral to range of services.

METROPOLITAN TORONTO

EMERGENCY SHELTER

Ernestine's Women's Shelter
P.O. Box 141, Station "A"
Rexdale, Ontario
M9W 5K9

(416) 746-3701

Hours: 24 hours
Area Served: Rexdale, Metropolitan Toronto
Languages: English, Multilingual
Clients: Women, Men, Children
Fees: None
Services Provided: Transition House; Ethnic Focus; Counselling for Women, Families; Legal; Telephone Crisis Line; Public Education; Emergency Financial; Transportation; Information and Referral; Childcare Program; Advocacy.
Details of Service: Individual and group counselling for women and women and children.

Evangeline Residence, Salvation Army
2808 Dundas Street West
Toronto, Ontario
M6P 1Y5

(416) 762-9636

Hours: 24 hours
Area Served: Metropolitan Toronto and environs
Languages: English, French
Clients: Women
Fees: \$9.50 per day if able to pay.
Services Provided: Multi-purpose Shelter; Counselling for Women; Information and Referral.
Details of Service: Emergency residence; women only; no children.

METROPOLITAN TORONTO

EMERGENCY SHELTER

Interval House - Toronto
596 Huron Street
Toronto, Ontario
M6R 2R7

(416) 924-1491

Hours:	24 hours
Area Served:	Metropolitan Toronto and beyond
Languages:	English, Multilingual
Clients:	Women, Children
Fees:	None
Services Provided:	Transition House; Ethnic Focus; Counselling for Women, Families; Legal; Telephone Crisis Line; Employment Counselling; Public Education; Transportation; Information and Referral.
Details of Service:	Support groups for ex-residents; individual and group counselling for women, children and women and children.

Nellie's Hostel
275A Broadview Avenue
Toronto, Ontario
M4M 2G8

(416) 461-1084

Hours:	24 hours
Area Served:	Metropolitan Toronto and environs
Languages:	English, Multilingual
Clients:	Women, Children
Fees:	None
Services Provided:	Multi-purpose Shelter; Information and Referral; Day Care.

METROPOLITAN TORONTO

EMERGENCY SHELTER

North York Women's Shelter
P.O. Box 1038, Station "B"
Downsview, Ontario
M3H 5V5

(416) 635-9630

Hours:	24 hours
Area Served:	North York and environs
Languages:	English, Multilingual
Clients:	Women, Children
Fees:	None
Services Provided:	Transition House; Counselling for Women; Information and Referral.
Details of Service:	Crisis counselling; referral to legal and housing services; child care program; no daycare; access to donated clothing and household effects; accept both single women and women with children.

Peggy Ann Walpole House
(Metro Toronto Department of Community Services)
291-295 Sherbourne Street
Toronto, Ontario
M5A 2R9

(416) 923-5266

Hours:	24 hours
Area Served:	Metro Toronto and outside community
Languages:	English, Multilingual
Clients:	Women, Children
Fees:	None
Services Provided:	Multi-purpose Shelter; Counselling for Women; Information and Referral; Group for "Battering Males".
Details of Service:	Lodging and board; counselling and referrals.

METROPOLITAN TORONTO

EMERGENCY SHELTER

STOP 86

Womens Crisis Planning Centre
86 Madison Avenue
Toronto, Ontario
M5R 2S4

(416) 922-3271

Hours: 24 hours
Alternate: (416) 922-3578
Area Served: Metropolitan Toronto and environs
Languages: English, French
Clients: Women
Fees: None
Services Provided: Multi-purpose Shelter; Counselling for Women;
Employment Counselling; Information and Shelter;
Crisis Counselling and Assessment.
Details of Service: Emergency shelter and planning centre; serves only
women between 16 and 25; no children.

Street Haven at the Crossroads
87 Pembroke Street
Toronto, Ontario
M5A 2N9

(416) 967-6060

Hours: 24 hours
Area Served: Primarily downtown Toronto
Languages: English
Clients: Women
Fees: None
Services Provided: Multi-purpose Shelter; Information and Referral.
Details of Service: Women only - 16 and over; maximum 2-week stay;
emergency shelter; meals and social/educational
programs.

METROPOLITAN TORONTO

EMERGENCY SHELTER

Toronto Community Hostel
191 Spadina Road
Toronto, Ontario
M5R 2T9

(416) 925-4431

Hours: 24 hours
After Hours: (416) 925-4432 or (416) 925-4433
Area Served: Metropolitan Toronto and environs
Languages: English
Clients: Women, Men, Children
Fees: None. Donations requested.
Services Provided: Multi-purpose Shelter; Information and Referral.
Details of Service: Short-term emergency housing for women, men and families.

Women in Transition Inc.
143 Spadina Road
Toronto, Ontario
M5R 2T1

(416) 967-5227

Hours: 24 hours
Area Served: Toronto and environs generally
Languages: English, French, Sign Language
Clients: Women, Children
Fees: None
Services Provided: Transition House; Counselling for Women, Men, Children; Telephone Crisis Line; Employment Counselling; Public Education; Information and Referral.
Details of Service: Emergency room and board; advocacy, marital and family counselling; ex-residents group; crisis intervention.

METROPOLITAN TORONTO

EMERGENCY SHELTER

Women's Habitat of Etobicoke

(416) 252-5829

149 Stanley Avenue
Toronto, Ontario
M8V 1N8

Hours:	24 hours
Area Served:	Etobicoke and Western Metro
Languages:	English, French, Multilingual
Clients:	Women, Children
Fees:	None
Services Provided:	Transition House; Counselling for Women, Men, Families; Telephone Crisis Line; Employment Counselling; Public Education; Transportation; Information and Referral; Children's Program; Follow-up Program.
Details of Service:	Crisis intervention; information sharing; advocacy; shelter; child care and follow-up.

Woodgreen Red Door
875 Queen Street East
Toronto, Ontario
M4M 1J2

(416) 469-4123

Hours:	24 hours
After Hours:	(416) 469-3457
Area Served:	Metropolitan Toronto and environs
Languages:	English, French, Spanish, Polish
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Multi-purpose Shelter; Information and Referral; Ethnic Focus.
Details of Service:	Will accompany women to Legal Aid or lawyer; will give support and assistance re emergency housing; assist non status or refugee immigrants.

METROPOLITAN TORONTO

IMMIGRANT WOMEN'S SERVICES

Centre for Spanish Speaking Peoples
582-A College Street
Toronto, Ontario
M6G 1B3

(416) 533-8545

Title of Contact Person: Community Worker
Hours: Monday-Friday 9:00 a.m. — 5:00 p.m.
Alternate: (416) 533-8546
Area Served: Toronto
Languages: English, Spanish
Clients: Women, Men, Children
Fees: None
Services Provided: Counselling for Women; Legal Counselling;
Employment Counselling; Public Education;
Transportation; Information and Referral; Translation
Groups.
Details of Service: Individual and group counselling. Groups for battered
women.

Costi Iias Immigrant Services
76 Orfus Road
Toronto, Ontario
M6A 1L9

(416) 789-7925

Hours: Monday-Friday 8:30 a.m. — 4:30 p.m.
Languages: English, Multilingual
Clients: Women
Services Provided: Immigrant Women's Services.
Details of Service: Can provide general information and assistance to
immigrant women in various languages; unable to
provide direct services but can provide referral to
appropriate services.

METROPOLITAN TORONTO

IMMIGRANT WOMEN'S SERVICES

Family Counselling Centre
Stela Maris Catholic School
31 Ascot Avenue
Toronto, Ontario
M6E 1E6

(416) 652-1033

Hours: Monday-Friday 8:30 a.m. -- 4:30 p.m.
Area Served: Metropolitan Toronto
Languages: English, Italian, Multilingual
Clients: Women
Services Provided: Counselling for Women.
Details of Service: Can provide general information and assistance in various languages; unable to provide specific services to assaulted women but can provide referral to appropriate services.

Immigrant Women's Centre Inc.
348 College Street
Toronto, Ontario
M5T 1S4

(416) 924-7161

Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
Tuesday evening clinic 5:00 p.m. -- 7:30 p.m.
Languages: Chinese, English, Italian, Lao, Portuguese, Spanish, Vietnamese
Clients: Women
Services Provided: Immigrant Women's Services.
Details of Service: Provides general information and assistance to immigrant women in various languages; unable to provide specific services to assaulted women but provides referral to appropriate services.

METROPOLITAN TORONTO

IMMIGRANT WOMEN'S SERVICES

North York Centre

33 Lamberton Boulevard, 2nd Floor
North York, Ontario
M3J 1G6

(416) 630-7840

Hours:

Monday-Thursday 8:30 a.m. - 9:30 p.m.

Friday 8:30 a.m. - 4:30 p.m.

Area Served:

North York and environs

Languages:

English, French, Spanish, Italian, Portuguese

Clients:

Women

Services Provided:

Immigrant Women's Services

Details of Service:

This organization can provide general information and assistance to immigrant women in various languages; not able to provide specific service to assaulted women but provides referral to appropriate services.

Riverdale Immigrant Women's Centre

1470 Gerrard Street East
Toronto, Ontario
M4L 2A3

(416) 465-4778

Hours:

Monday, Tuesday, Friday 10:00 a.m. - 5:00 p.m.

Wednesday, Thursday 10:00 a.m. - 9:00 p.m.

Area Served:

Metropolitan Toronto and environs

Languages:

English, Multilingual

Clients:

Women, Men, Children

Fees:

None

Services Provided:

Counselling for Women, Families; Information and Referral; Ethnic Focus.

Details of Service:

Individual and family counselling; counselling for children who witness assault.

METROPOLITAN TORONTO

IMMIGRANT WOMEN'S SERVICES

St. Christopher's House/Adult Services

(416) 366-8993

761 Queen Street West
Toronto, Ontario
M6J 1G1

Title of Contact Person: Community Worker
Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
Area Served: Metropolitan Toronto
Languages: English, Portuguese
Clients: Women
Fees: None
Services Provided: Counselling for Women; Public Education; Information and Referral.
Details of Service: Counselling groups for battered women held weekly for Portuguese women; public education.

Wallace Emerson Centre

(416) 534-8437

1260 Dufferin Street
Toronto, Ontario
M6N 4L3

Hours: Monday-Friday 8:30 a.m. -- 4:30 p.m.
Languages: English, Italian, Portuguese, Spanish
Clients: Women
Services Provided: Immigrant Women's Services.
Details of Service: Provides general information and assistance to immigrant women in various languages; unable to provide specific services to assaulted women but provides referral to appropriate services.

METROPOLITAN TORONTO

IMMIGRANT WOMEN'S SERVICES

Women Working With Immigrant Women

(416) 531-2059

730 Bathurst Street
Toronto, Ontario
M5S 2R4

Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
After Hours:	Answering Machine
Languages:	English
Clients:	Women
Services Provided:	Immigrant Women's Services.
Details of Service:	Provides general information and assistance to immigrant women in various languages; unable to provide specific services to assaulted women but provides referral to appropriate services.

Working Women Community Centre

(416) 532-2824

Serving Immigrant Women
1072A Bloor Street West
Toronto, Ontario
M6H 1M6

Hours:	Monday, Tuesday, Thursday 10:00 a.m. -- 6:00 p.m. Wednesday 10:00 a.m. -- 1:30 p.m. Friday 10:00 a.m. -- 4:00 p.m. Saturday by appointment
Languages:	English, Portuguese, Spanish
Clients:	Women
Services Provided:	Immigrant Women's Services.
Details of Service:	Provides general information and assistance to immigrant women in various languages; unable to provide specific services to assaulted women but provides referral to appropriate services.

METROPOLITAN TORONTO

IMMIGRANT WOMEN'S SERVICES

**Young Women's Christian Association
of Metropolitan Toronto**
80 Woodlawn Avenue East
Toronto, Ontario
M4T 1C1

(416) 961-8100

Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
Languages: English, Spanish
Clients: Women
Services Provided: Immigrant Women's Services.
Details of Service: Provides general information and assistance to
immigrant women in various languages; unable to
provide specific services to assaulted women but
provides referral to appropriate services.

INFORMATION AND REFERRAL

Bloor Information & Legal Services
835 Bloor Street West
Toronto, Ontario
M6G 1M1

(416) 531-4613

Title of Contact Person: Co-ordinator
Hours: Monday-Thursday 10:00 a.m. -- noon and
1:00 p.m. -- 7:30 p.m.
and Friday 1:00 p.m. -- 5:00 p.m.
After Hours: (416) 531-4613 (Community) 531-7376 (Legal)
Area Served: College-St. Clair, Lansdowne-Avenue Road
Languages: English, French, Multilingual
Clients: Women, Men, Children
Fees: None
Services Provided: Legal Services; Information and Referral; Advocacy.
Details of Services: Legal advice; problem solving re housing, finances;
supportive counselling.

METROPOLITAN TORONTO

INFORMATION AND REFERRAL

Link Community Information & Referral Service

(416) 223-9727

5126 Yonge Street
Willowdale, Ontario
M2N 5N9

Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
Tuesday 6:30 p.m. -- 8:30 p.m.

After Hours: TTY (416) 226-3737

Languages: English

Clients: Women, Men, Children

Services Provided: Information and Referral.

Details of Service: Community information and referral; babysitting
registry; legal aid.

**Scarborough Department of Health,
Nursing Division**

(416) 296-7454

160 Borough Drive
Scarborough, Ontario
M1P 4N8

Hours: Monday-Friday 8:30 a.m. -- 4:30 p.m.

Area Served: City of Scarborough

Languages: English, French, Multilingual

Clients: Women, Men, Children

Fees: None

Services Provided: Counselling for Women, Men, Families; Information and
Referral.

Details of Service: Health counselling to Women's Centre and Emily
Stowe; identification, counselling and referral.

METROPOLITAN TORONTO

INFORMATION AND REFERRAL

Etobicoke YMCA Association
Community Information Centre
185 Fifth Street
Toronto, Ontario
M8V 2Z5

(416) 252-6471

Title of Contact Person: Extension 18 or 19
Hours: Monday 10:00 a.m. — 8:00 p.m.
Tuesday-Friday 10:00 a.m. — 5:00 p.m.
Languages: English
Clients: Women, Men, Children
Services Provided: Information and Referral.
Details of Service: Community information and referral, legal aid;
registries for babysitting.

Helpline: Information for Victims of Violence
Community Information Centre
34 King Street East
Toronto, Ontario
M5C 1E5

(416) 863-0511

Hours: 24 hours
After Hours: (416) 863-0505 after 5:00 p.m.
Languages: English
Clients: Women, Men, Children
Services Provided: Specialized telephone line for Victims of Violence;
information and referral to available community
programs, including emergency services, housing,
health, legal counselling and financial assistance.

METROPOLITAN TORONTO

INFORMATION AND REFERRAL

Information Agincourt
St. Paul's
3333 Finch Avenue East
Scarborough, Ontario
M1W 2R9

(416) 494-6912

Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
Languages:	English
Clients:	Women, Men, Children
Services Provided:	Community Information and Referral.

Neighbourhood Information Post
265 Gerrard Street East
Toronto, Ontario
M5A 2G3

(416) 924-2543

Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
Drop-in Inquiries:	Monday, Wednesday, Friday 9:30 a.m. — 4:30 p.m.
Area Served:	Bloor/Danforth/Lakefront/Pape/Yonge
Languages:	English
Clients:	Women
Services Provided:	Information and Referral.
Details of Service:	Provides general assistance to women; provides referral to appropriate services.

METROPOLITAN TORONTO

INFORMATION AND REFERRAL

Ontario Federation of Indian Friendship Centres
234 Eglinton Avenue East, Suite 207
Toronto, Ontario
M4P 1K5

(416) 434-1411

Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
Area Served: Ontario
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Native Focus; Legal; Public Education; Information and Referral; Children's Programs.
Details of Service: Basic human services; counselling and referral; social and recreational, cultural awareness; community development and awareness for native urban peoples.

Rexdale Community Information & Legal Services
1530 Albion Road
Rexdale, Ontario
M9V 1B4

(416) 741-1553

Title of Contact Person: Intake Worker
Hours: Monday-Friday 10:00 a.m. -- 5:00 p.m.
Tuesday/Thursday 5:00 p.m. -- 8:00 p.m.
After Hours: (416) 741-1553
Area Served: Etobicoke
Languages: English, French, Multilingual
Clients: Women, Men, Children
Fees: None
Services Provided: Legal; Public Education; Information and Referral.
Details of Service: Legal services; information about hostels; counselling; financial programs and general sources of help.

METROPOLITAN TORONTO

LEGAL SERVICES

Central Toronto Community Legal Clinic
364 Bathurst Street
Toronto, Ontario
M5T 2S6

(416) 363-0304

Hours:	Monday, Thursday, Friday 9:30 a.m. — 5:00 p.m. Tuesday, Wednesday 11:00 a.m. — 7:00 p.m.
After Hours:	(416) 363-0304
Area Served:	Bloor to Lake Ontario; Spadina to Ossington.
Languages:	English, Spanish, Portuguese
Clients:	Women, Men
Fees:	Ability to Pay
Services Provided:	Legal Services; Information and Referral.
Details of Service:	Community legal clinic providing advice.

Community Information Fairview
Fairview Mall
1800 Sheppard Avenue East
Willowdale, Ontario
M2J 1V1

(416) 493-0752

Hours:	Monday-Friday 10:00 a.m. -- 4:00 p.m. Wednesday/Thursday 4:00 p.m. — 9:30 p.m. Saturday 10:00 a.m. -- 4:00 p.m.
After Hours:	(416) 493-0752
Area Served:	North York
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal aid clinic for legal advice and counselling.

METROPOLITAN TORONTO

LEGAL SERVICES

Crown Attorney/Court House
18 King Street East, 15th Floor
Toronto, Ontario
M5C 1C5

(416) 965-4377

Title of Contact Person: Domestic Assault Co-ordinator
Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Legal; Information and Referral.
Details of Service: Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

Crown Attorney/Court House
361 University Avenue
Toronto, Ontario
M5G 1Y1

(416) 965-7331

Title of Contact Person: Domestic Assault Co-ordinator
Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Legal; Information and Referral.
Details of Service: Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

METROPOLITAN TORONTO

LEGAL SERVICES

Crown Attorney/Court House
80 The East Mall
Etobicoke, Ontario
M8Z 5X6

(416) 252-7895

Title of Contact Person: Domestic Assault Co-ordinator
Hours: Monday-Friday 9:00 a.m. — 5:00 p.m.
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Legal; Information and Referral.
Details of Service: Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

Crown Attorney/Court House
1911 Eglinton Avenue East
Scarborough, Ontario
M1L 2L8

(416) 757-2886

Title of Contact Person: Domestic Assault Co-ordinator
Hours: Monday-Friday 9:00 a.m. — 5:00 p.m.
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Legal; Information and Referral.
Details of Service: Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

METROPOLITAN TORONTO

LEGAL SERVICES

Crown Attorney/Court House
1000 Finch Avenue West
Downsview, Ontario
M3J 2V5

(416) 663-5550

Title of Contact Person:	Domestic Assault Co-ordinator
Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

East Toronto Community Legal Service Inc.
932A Queen Street East
Toronto, Ontario
M4M 1J5

(416) 461-8102

Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
Languages:	English, Chinese, Greek, Italian
Clients:	Women, Men, Families
Fees:	
Services Provided:	Legal Services.
Details of Service:	Free legal advice to low income residents; court representation and negotiations; will represent in custody, support, separation, immigration, minor criminal charges; will advise in divorce, property division but not represent client in these cases.

METROPOLITAN TORONTO

LEGAL SERVICES

Jane Finch Community Legal Services
1977 Finch Avenue West, Suite 201
Downsview, Ontario
M3N 2V3

(416) 746-3334

Hours:	Monday-Wednesday/Friday 9:00 a.m. -- 5:00 p.m. Monday-Wednesday 5:00 p.m. -- 7:00 p.m. Thursday 1:00 p.m. -- 5:00 p.m.
Area Served:	North-Steeles; South-Highway 401; East-Keele Street; West-Humber River
Languages:	English, French, Multilingual
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal Services.
Details of Service:	Summary, legal advice; referrals; Legal Aid Plan representation in immigration, welfare, family benefits; tenant and other matters.

Neighbourhood Information Centre
91 Barrington Avenue
Toronto, Ontario
M4C 4Y9

(416) 698-1626

Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
After Hours:	(416) 698-1626 5:00 p.m. -- 9:00 p.m.
Area Served:	Borough of East York; Scarborough; East Toronto
Languages:	English, Greek
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal Clinic.

METROPOLITAN TORONTO

LEGAL SERVICES

Neighbourhood Legal Service

(416) 961-2625

238 Carlton Street
Toronto, Ontario
M5A 2L1

Hours: Monday-Friday
10:00 a.m. — 1:00 p.m. - by appointment only
1:00 p.m. — 5:00 p.m. - drop in and telephone

Area Served: Metropolitan Toronto and environs

Languages: English

Clients: Women

Services Provided: Legal Services.

Details of Service: Free legal advice to low income residents; list of family law lawyers for referral in cases of custody; separation and divorce; prefer client to make an appointment; if client does not wish to go to clinic, worker will advise over phone.

Parkdale Community Legal Services

(416) 531-2411

1239 Queen Street West
Toronto, Ontario
M6K 1L5

Hours: Monday-Friday 9:00 a.m. — 6:00 p.m.
Tuesday/Thursday 6:00 p.m. — 7:30 p.m.

After Hours: (416) 531-2411

Area Served: Parkdale

Languages: English, Portuguese, Multilingual

Clients: Women, Men, Children

Fees: None

Services Provided: Legal Services; Information and Referral.

Details of Service: Ethnic focus.

METROPOLITAN TORONTO

LEGAL SERVICES

Provincial Court Family Division
Ministry of the Attorney General
311 Jarvis Street
Toronto, Ontario
M5B 2L4

(416) 963-0667

Hours: Monday-Friday 8:30 a.m. -- 4:30 p.m.
Languages: English (interpreters on request)
Clients: Women
Services Provided: Legal Services.
Details of Service: Professional counsellors available who work regularly with assaulted women; counselling with family when required; appointments recommended, no charge.

Scarborough Community Legal Services
695 Markham Road, Suite #9
Scarborough, Ontario
M1H 2A5

(416) 438-7182

Hours: Monday-Wednesday, Friday 9:00 a.m. -- 5:00 p.m.
Thursday 9:00 a.m. -- noon
After Hours: (416) 438-7182
Area Served: City of Scarborough
Languages: English, Gujarati, Hindi
Clients: Women, Men, Children
Fees: None
Services Provided: Legal Services; Public Education; Information and Referral; Referral to private lawyers and OLAP.
Details of Service: Summary legal advice/referral to Legal Aid Plan, Emily Stowe shelter, lawyers and counselling.

METROPOLITAN TORONTO

MEDICAL SERVICES

South Riverdale Community Health Centre
126 Pape Avenue
Toronto, Ontario
M4M 2V8

(416) 461-2493

Hours:	Monday-Thursday 9:00 a.m. -- 8:00 p.m. Friday 9:00 a.m. -- 5:00 p.m. Saturday 10:00 a.m. -- 1:00 p.m.
After Hours:	(416) 461-2493 (24 hours)
Area Served:	Don Valley to Coxwell; City Limits to Lake Ontario
Languages:	English, French, Spanish, Thai
Clients:	Women, Men, Children
Fees:	With/Without OHIP
Services Provided:	Medical Services; Information and Referral.
Details of Service:	General family practice; health and lifestyle counselling.

POLICE

Metropolitan Toronto Police Force
590 Jarvis Street
Toronto, Ontario
M4Y 2J5

(416) 967-2222

Hours:	24 hours
Area Served:	Metropolitan Toronto
Languages:	English, French, Multilingual
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Police; Information and Referral.
Details of Service:	Domestic response teams on duty between 1800h and 0200h for crisis intervention assistance to police officers in Divisions 11, 12, 13 and 14.

METROPOLITAN TORONTO

POLICE

Ontario Provincial Police
90 Harbour Street
Toronto, Ontario
M7A 2S1

(416) 965-4474

Hours:	24 hours
Area Served:	Province wide.
Languages:	English, French
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Police; Public Education; Information and Referral.
Details of Service:	Referral to appropriate agency within jurisdiction.

TELEPHONE CRISIS LINE

Distress Centre
Box 393, Postal Station "K"
Toronto, Ontario
M4P 2G7

**(416) 598-1121
or (416) 436-1456**

Hours:	24 hours
Area Served:	Metropolitan Toronto
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Counselling for Women, Men, Families; Telephone Crisis Line; Information and Referral.
Details of Service:	Confidential listening; emotional support; referral.

METROPOLITAN TORONTO

TELEPHONE CRISIS LINE

Scarborough Distress Centre
P.O. Box 61, Station "D"
Scarborough, Ontario
M1R 4Y7

(416) 751-4888

Hours: Monday-Wednesday 9:00 a.m. -- midnight
Thursday-Sunday 24 hours

After Hours: (416) 751-4888

Area Served: Local calling area for Metro Toronto

Languages: English

Clients: Women, Men

Fees: None

Services Provided: Telephone Crisis Line; Information and Referral; Long-term befriending and support.

Details of Service: Befriending, crisis intervention and suicide prevention phone service.

Telecare Etobicoke
Box 421
Weston, Ontario
M9N 3N1

(416) 247-5426

Hours: 24 hours

Area Served: No limit

Languages: English

Clients: Women, Men, Children

Fees: None

Services Provided: Counselling for Women, Men, Families; Telephone Crisis Line; Information and Referral.

Details of Service: Empathetic listening; referrals to appropriate agencies.

METROPOLITAN TORONTO

TELEPHONE CRISIS LINE

Toronto Rape Crisis Centre
P.O. Box 6597, Station "A"
Toronto, Ontario
M5W 1X4

(416) 964-7477

Hours:	Monday-Friday 10:00 a.m. -- 5:00 p.m.
After Hours:	(416) 964-8080 24-hour Crisis Line
Area Served:	Metro Toronto and Mississauga
Languages:	English, French
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Counselling for Women, Families; Telephone Crisis Line; Public Education; Information and Referral.
Details of Service:	Accompaniment to court, hospitals, self-defense courses; one-time or ongoing counselling; referrals.

PEEL

COUNSELLING FOR FAMILIES

Children's Aid Society, Region of Peel
10 Peel Centre Drive
Brampton, Ontario
L6T 4B9

(416) 791-5151

Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
After Hours: (416) 791-5151 24 hours
Area Served: Mississauga, Brampton, Caledon
Languages: English
Clients: Women, Children
Fees: None
Services Provided: Counselling for Women, Men, Families; Transportation;
Information and Referral.
Details of Service: Crisis intervention; individual and family counselling;
arrangements made for translators.

Children's Aid Society, Region of Peel
3025 Hurontario Street, 6th Floor
Mississauga, Ontario
L5A 2H1

(416) 275-7444

Title of Contact Person: Intake Unit
Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
After Hours: (416) 275-7444 24 hours
Area Served: Mississauga, Brampton, Caledon
Languages: English
Clients: Women, Children, Men
Fees: None
Services Provided: Counselling for Women, Men, Families; Transportation;
Information and Referral.
Details of Service: Crisis intervention; individual and family counselling;
arrangements made for translators.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

PEEL

COUNSELLING FOR FAMILIES

Family Services of Peel
P.O. Box 310, Station "A"
Mississauga, Ontario
L5A 3A1

(416) 270-2250

Title of Contact Person: Program Supervisor
Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
Tuesday/Wednesday/Thursday 5:00 p.m. -- 9:00 p.m.
After Hours: (416) 270-2250 or 453-7890
Area Served: Region of Peel
Languages: English, Polish, Danish
Clients: Women, Men, Children
Fees: Sliding Scale
Services Provided: Counselling for Women, Men, Families; Legal;
Information and Referral; Education for Living;
Financial Counselling.
Details of Service: Individual, couple and family counselling; group therapy
for battered women.

EMERGENCY SHELTER

Interim Place
P.O. Box 245, Port Credit
Mississauga, Ontario
L5G 4L8

(416) 271-1860

Hours: 24 hours
After Hours: (416) 271-1860 24 hours
Alternate: (416) 271-1861
Area Served: Peel Region
Languages: English, Portuguese
Clients: Women, Children
Fees: None
Services Provided: Transition House; Counselling for Women; Telephone
Crisis Line; Employment Counselling; Public Education;
Transportation; Information and Referral; Follow-up;
Life Skills; Children's Program.

PEEL

INFORMATION AND REFERRAL

Information Brampton, Brampton Public Library
150 Central Park Drive
Brampton, Ontario
L6T 1B4

(416) 793-4636

Title of Contact Person: Supervisor (Extension 30, 31)
Hours: Monday-Friday 10:00 a.m. — 5:00 p.m.
Area Served: Region of Peel
Languages: English
Clients: Women, Men, Children
Fees: Charge for directories and photocopying
Services Provided: Information and Referral.
Details of Service: Information and referral to community services.

Malton Community Information Service
7205 Goreway Drive, (Westwood Mall)
Mississauga, Ontario
L4T 2T9

(416) 677-6585

Hours: Monday-Friday 9:00 a.m. — 5:00 p.m.
Thursday 9:00 a.m. — 8:00 p.m.
After Hours: (416) 677-6585
Area Served: Malton
Languages: English, Italian
Clients: Women, Men, Children
Fees: None
Services Provided: Information and Referral.
Details of Service: Ethnic focus.

PEEL

INFORMATION AND REFERRAL

Caledon Information Centre
P.O. Box 1000
Caledon East, Ontario
L0N 1E0

(416) 584-9460

Hours: Monday-Friday 9:00 a.m. -- 4:30 p.m.
Area Served: Town of Caledon
Languages: English, Multilingual
Clients: Women, Men, Children
Fees: None
Services Provided: Public Education; Emergency Financial;
Transportation; Information and Referral.
Details of Service: Information and referral to community resources.

LEGAL SERVICES

Crown Attorney/Court House
7765 Hurontario Street, Box 548
Brampton, Ontario
L6V 2L7

(416) 457-5160

Title of Contact Person: Domestic Assault Co-ordinator
Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Legal; Information and Referral.
Details of Service: Legal advice, assistance and prosecutorial expertise to
victims of family violence; assistance in obtaining legal
aid; knowledge of local resources; social agencies and
legal aid.

PEEL

MEDICAL

Mississauga Hospital
100 Queensway West
Mississauga, Ontario
L5B 1B8

(416) 848-7495

Hours: Monday-Friday 9:00 a.m. — 10:00 p.m.
Saturday-Sunday 1:00 p.m. — 6:00 p.m.

After Hours: (416) 848-7100 and page

Area Served: Peel Region

Languages: English, Multilingual

Clients: Women, Men, Children

Fees: None

Services Provided: Counselling for Women, Men, Families; Public Education; Medical; Information and Referral.

Details of Service: Crisis intervention (social work); admission to hospital for ongoing medical treatment.

TELEPHONE CRISIS LINE

Distress Line Peel
Box 465, Port Credit Postal Station
Mississauga, Ontario
L5G 4M1

(416) 278-7208

Hours: 24 hours

After Hours: 24 hours WATS LINE for rural areas
1-800-268-5209

Area Served: Peel Region; rural area North of Brampton in Peel Region

Languages: English

Clients: Women, Men, Children

Fees: None

Services Provided: Telephone Crisis Line; Information and Referral.

Details of Service: Crisis intervention by telephone; listening; befriending and referral; short-term person-to-person program by telephone; domestic intervention program; suicide prevention program.

SIMCOE

COUNSELLING FOR FAMILIES

North Simcoe Catholic Family Life Centre
354 Midland Avenue
Midland, Ontario
L4R 3K7

(705) 526-9397

Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
After Hours:	(705) 526-9397 Some Evening Appointments
Area Served:	Midland - Penetanguishene Area
Languages:	English, French
Clients:	Women, Men, Children
Fees:	Ability to Pay
Services Provided:	Counselling for Women, Men, Families; Public Education; Information and Referral.
Details of Service:	Counselling and referral services.

EMERGENCY SHELTER

Women & Children's Crisis Centre
83 Berczy Street
Barrie, Ontario
L4M 3R1

(705) 728-6300

Hours:	24 hours
Area Served:	Simcoe County
Languages:	English
Clients:	Women, Children
Fees:	None
Services Provided:	Transition House; Counselling for Women, Families; Telephone Crisis Line; Employment Counselling; Public Education; Emergency Financial; Transportation; Child Care; Follow-up.
Details of Service:	Crisis intervention and education; shelter, meals; 24-hour counselling.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

SIMCOE

INFORMATION AND REFERRAL

Collingwood & District Information Centre
125 Napier Street
Collingwood, Ontario
L9Y 3T1

(705) 445-0641

Hours: Monday-Friday 9:00 a.m. -- 4:30 p.m.
Area Served: Collingwood and District
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Legal; Information and Referral; Credit Counselling.

Information Barrie/Barrie Public Library
37 Mulcaster Street
Barrie, Ontario
L4M 3M2

(705) 728-2662

Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
Monday-Friday 5:00 p.m. -- 9:00 p.m.
Saturday 9:30 a.m. -- 5:00 p.m.
After Hours: (705) 728-2662
Area Served: Barrie and Area
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Information and Referral.

SIMCOE

INFORMATION AND REFERRAL

Contact Community Information Centre
64 Victoria Street West
Alliston, Ontario
L0M 1A0

(705) 435-4900

Title of Contact Person:	Director
Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
Area Served:	Townships of Essa, Adjala, Tecumseh and Tosorontio
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Telephone Crisis Line; Emergency Financial; Information and Referral.
Details of Service:	Phone number and addresses of crisis centres; liaison between centres and clients.

Information Orillia
76 Mississaga Street West
Orillia, Ontario
L3V 3A8

(705) 326-7743

Title of Contact Person:	Co-ordinator
Hours:	Monday-Friday 9 a.m. — 1 p.m. 2 p.m. — 5 p.m.
After Hours:	(705) 326-6465 (Orillia Police)
Area Served:	Simcoe, Sebright, Gamebridge, Hawkestone
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Information and Referral.
Details of Service:	Information and referral; befriending; advocacy; other services; use of phone.

SIMCOE

LEGAL SERVICES

Crown Attorney/Court House
114 Worsley Street
Barrie, Ontario
L4M 1M1

(705) 728-1221

Title of Contact Person: Domestic Assault Co-ordinator
Hours: Monday-Friday 9:00 a.m. — 5:00 p.m.
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Legal; Information and Referral.
Details of Service: Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

Simcoe Legal Services Clinic
Box 275, 43 West Street North
Orillia, Ontario
L3V 6J6

(705) 326-6444

Title of Contact Person: Community Legal Worker
Hours: Monday-Friday 9:00 a.m. — 5:00 p.m.
Area Served: Simcoe County
Languages: English, Limited French
Clients: Women, Men, Children
Fees: None
Services Provided: Legal; Public Education; Information and Referral.
Details of Service: Advice, representation; staff training and counselling for social services; education community seminars.

SIMCOE

POLICE

Bradford Police Force
43 Holland Street East
Bradford, Ontario
L3Z 2A7

(416) 775-3311

Hours:	24 hours
Area Served:	Town of Bradford
Languages:	English, French, Multilingual
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Police; Information and Referral.

Town of Collingwood Police Force
P.O. Box 296
Collingwood, Ontario
L9Y 3Z5

(705) 445-4321

Hours:	24 hours
Area Served:	Town of Collingwood
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Police; Transportation.
Details of Service:	Emergency services and referrals.

YORK

COUNSELLING FOR FAMILIES

Georgina Family Life Centre
P.O. Box A10
Sutton West, Ontario
L0E 1R0

(416) 476-3611

Hours: Monday-Friday 1:00 p.m. -- 5:00 p.m.
Monday/Tuesday/Wednesday 6:00 p.m. -- 9:00 p.m.

After Hours: (416) 476-3611

Area Served: Georgina Township

Languages: English

Clients: Women, Men, Children

Fees: Ability to pay

Services Provided: Counselling for Women, Men, Families; Information and Referral.

Details of Service: Supportive counselling; advocacy and referral.

Public Health Branch-Region of York
22 Prospect Street
Newmarket, Ontario
L3Y 3S9

(416) 476-4333

Hours: Monday-Friday 8:30 a.m. -- 4:30 p.m.

Alternates: (416) 884-1133 or 895-4511

Area Served: York Region

Languages: English

Clients: Women, Men, Children

Fees: None

Services Provided: Counselling for Women, Families; Information and Referral.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

YORK

EMERGENCY SHELTER

Yellow Brick House
37 Wellington Street East
Aurora, Ontario
L4G 1H6

(416) 773-6481

Hours:	24 hours
Alternates:	(416) 727-1944 or 727-8591
Area Served:	York Region
Languages:	English, French, Italian
Clients:	Women, Children
Fees:	None
Services Provided:	Transition House; Counselling for women; Legal; Telephone Crisis; Public Education; Emergency Financing; Transportation; Information and Referral.
Details of Services:	Court support, follow-up, children, second-stage housing, parenting and sole support mothers.

INFORMATION AND REFERRAL

Vaughan Community Information Services
Box 212, 150 Woodbine Avenue
Woodbridge, Ontario
L4L 1B1

(416) 851-2333

Title of Contact Person:	Executive Director
Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
Alternates:	(416) 738-2233 (Answering Machine)
After Hours:	(416) 731-1212 (Distress Centre)
Area Served:	Town of Vaughan and surrounding area
Languages:	English, Italian
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Information and Referral.

YORK

INFORMATION AND REFERRAL

Helpmate Information & Referral Services

(416) 883-2234

10 Trench Street
Richmond Hill, Ontario
L3T 3W9

Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
After Hours: (416) 883-2234 (Answering Machine)
Area Served: Richmond Hill and Thornhill
Languages: English
Clients: Women, Men, Children
Fees: Not Applicable
Services Provided: Information and Referral; Women's Resource List

Information Markham

(416) 294-4300

5 Wellington Street East
Markham, Ontario
L3P 3A7

Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
Area Served: Town of Markham
Languages: English, Multilingual
Clients: Women, Men, Children
Fees: None
Services Provided: Information and Referral.

YORK

LEGAL SERVICES

Crown Attorney/Court House
50 Eagle Street
Newmarket, Ontario
L3Y 6B1

(416) 895-8212

Title of Contact Person:	Domestic Assault Co-ordinator
Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.



North Region — Area 2



ALGOMA

COUNSELLING FOR FAMILIES

Children's Aid Society of Sault Ste. Marie
65 Willow Avenue (Head Office)
Sault Ste. Marie, Ontario
P6B 5B1

(705) 949-0162

Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
After Hours: (705) 949-9162 Emergency
Area Served: District of Algoma
Languages: English, French (Elliot Lake Only)
Clients: Women, Men, Children
Fees: Not applicable
Services Provided: Counselling for Women, Men, Families; Information and Referral.
Details of Service: Individual and family counselling; crisis support and referral; relief care for children.

**Family Service Centre of
Sault Ste. Marie and District**
8 Albert Street East
Sault Ste. Marie, Ontario
P6A 2H6

(705) 256-5561

Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
Alternate: (705) 256-7421
After Hours: Some after hours - emergency basis
Area Served: Sault Ste. Marie
Languages: English, French
Clients: Women, Men, Children
Fees: Sliding Scale
Services Provided: Counselling for Women, Men, Families; Public Education; Information and Referral.
Details of Service: Individual and group therapy; conjoint marital and family therapy; group for batterers.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

ALGOMA

COUNSELLING FOR FAMILIES

Plummer Memorial Public Hospital
969 Queen Street East
Sault Ste. Marie, Ontario
P6A 2C4

(705) 254-5161

Title of Contact Person: Director of Psychology
Hours: Monday-Friday 9:00 a.m. — 5:00 p.m.
Area Served: Algoma District
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Counselling for Women, Men, Families; Information and Referral.
Details of Service: Individual, marital and family counselling.

COUNSELLING FOR MEN

Therapy Group for Violent Men
c/o Family Service Centre
8 Albert Street East
Sault Ste. Marie, Ontario
P6A 2H6

(705) 256-5561

Hours: Monday-Friday 9:00 a.m. — 5:00 p.m.
Alternate: (705) 256-7421
Area Served: Sault Ste. Marie
Languages: English, French
Clients: Men
Fees: Sliding Scale
Services Provided: Counselling for Men.
Details of Service: Self-help group for men who batter; contact Therapy Group for violent men; ten week sessions; voluntary and court referral.

ALGOMA

EMERGENCY SHELTER

Elliot Lake Women's Crisis Centre

Box 696
Elliot Lake, Ontario
P5A 2R5

(705) 461-9868

Hours: 24 hours
Area Served: North Shore District and Elliot Lake
Languages: English, French
Clients: Women, Children
Fees: Ability to pay; subsidy available
Services Provided: Transition House; Counselling for Women, Men, Families; Legal; Telephone Crisis Line; Public Education; Medical; Emergency Financial; Transportation; Information and Referral.
Details of Service: Housing, support, encouragement and referral for counselling.

Mississauga Family Resource Centre

P.O. Box 1229
Blind River, Ontario
P0R 1B0

(705) 356-7800

Hours: 24 hours
Area Served: North Shore area
Languages: English
Clients: Women, Children
Fees: Ability to pay; subsidy available
Services Provided: Family Resource Centre; Counselling for Women; Telephone Crisis Line; Public Education; Transportation; Information and Referral
Details of Service: Native focus.

ALGOMA

EMERGENCY SHELTER

North Algoma Family Resource Centre
c/o Township of Michipicoten
Box 500
Wawa, Ontario
P0S 1K0

(705) 856-2244

Name of Contact Person: Ken Zurby, C.A.O, Clerk
PROJECTED OPENING: SPRING 1985
Area Served: North Algoma
Languages: English
Services Provided: Family Resource Centre.

Women in Crisis (Algoma) Inc.
173 March Street
Sault Ste. Marie, Ontario
P6A 2Z6

(705) 759-1230

Hours: 24 hours
Area Served: District of Algoma
Languages: English, French, Italian, Ojibway, Cree
Clients: Women, Children
Fees: Not Applicable
Services Provided: Transition House; Counselling for Women; Telephone Crisis Line; Public Education; Transportation; Information and Referral; Parenting Program (S.T.E.P.)
Details of Service: Shelter; informal counselling; telephone and drop-in; parenting classes; child care.

ALGOMA

FINANCIAL

Algoma District Social & Family Service

(705) 842-2233

Box 40
Thessalon, Ontario
P0R 1L0

Hours:

Monday-Friday 8:30 a.m. -- 4:30 p.m.

Area Served:

All municipalities within Algoma except Sault Ste. Marie

Languages:

English, French

Clients:

Women, Men, Children

Services Provided:

Financial Counselling; Employment Counselling;
Emergency/Ongoing Financial; Transportation;
Information and Referral.

Details of Service:

Hostel provisions; regular income maintenance; shelter not specifically for battered women.

Social and Family Services

(705) 759-5266

Civic Centre, Box 580
Sault Ste. Marie, Ontario
P6A 5M1

Hours:

Monday-Friday 8:30 a.m. -- 4:30 p.m.

Area Served:

Area within city limits

Languages:

English, French, Multilingual

Clients:

Women, Men

Fees:

None

Services Provided:

Emergency/Ongoing Financial; Transportation;
Information and Referral.

ALGOMA

INFORMATION AND REFERRAL

United Way Community Information Centre
8 Albert Street East
Sault Ste. Marie, Ontario
P6A 2H6

(705) 949-6565

Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
After Hours: (705) 949-6565 24 hour Answering Service
Area Served: District of Algoma
Languages: English, French
Clients: Women, Men, Children
Fees: Not Applicable
Services Provided: Emergency Financial Services; Transportation;
Information and Referral; Prescriptions.
Details of Service: 24-hour answering line for information and referral.

LEGAL SERVICES

Algoma Community Legal Clinic
123 March Street, Suite 503
Sault Ste. Marie, Ontario
P6A 6N2

(705) 942-4900

Hours: Monday-Friday 8:30 a.m. -- 4:30 p.m.
Area Served: Algoma District
Languages: English, Italian
Clients: Women, Men, Children
Fees: None
Services Provided: Legal; Information and Referral.
Details of Service: Legal advice and assistance re applications for legal
aid; representation; information and referral.

ALGOMA

LEGAL SERVICES

Crown Attorney/Court House
440 Queen Street East
Sault Ste. Marie, Ontario
P6A 5M8

(705) 949-4440

Title of Contact Person: Domestic Assault Co-ordinator
Hours: Monday-Friday 9:00 a.m. — 5:00 p.m.
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Legal; Information and Referral.
Details of Service: Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

MEDICAL SERVICES

Group Health Centre
240 McNabb Street
Sault Ste. Marie, Ontario
P6B 1Y5

(705) 759-1234

Hours: Monday-Friday 9:00 a.m. — 5:30 p.m.
Saturday 9:00 a.m. — 5:00 p.m.
Sunday 2:00 p.m. — 5:00 p.m.
After Hours: (705) 759-1234
Area Served: Sault Ste. Marie and surrounding districts
Languages: English
Clients: Women, Men, Children
Fees: None to Members; Non-members \$50/counselling session
Services Provided: Counselling for Women, Men, Families; Medical; Information and Referral.
Details of Service: Staff interpreters available for range of services.

ALGOMA

POLICE

Elliot Lake Police Force
47 Hillside Drive North
Elliot Lake, Ontario
P5A 1X5

(705) 848-6975

Hours:	Monday-Friday 8:00 a.m. — 5:00 p.m.
Area Served:	Elliot Lake Region
Languages:	English, French
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Police; Transportation; Information and Referral.
Details of Service:	Domestic Violence specialist follows up on all reports of wife battering.

TELEPHONE CRISIS LINE

Telecare Sault Ste. Marie
Box 803
Sault Ste. Marie, Ontario
P6A 5N3

(705) 254-6888

Hours:	24 hours
Area Served:	Wawa to Blind River including Sault Ste. Marie and surrounding area
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Counselling for Women, Men; Telephone Crisis Line; Transportation; Information and Referral.
Details of Service:	Listening and referral to appropriate services.

COCHRANE

EMERGENCY SHELTER

Habitat Interlude
3 Cain Street
Kapuskasing, Ontario
P5N 1S8

(705) 337-1122

Hours:	24 hours
Area Served:	Cochrane to Constance Lake
Languages:	English, French
Clients:	Women, Children
Fees:	Ability to pay; subsidy available
Services Provided:	Family Resource Centre; Public Education; Transportation; Information and Referral.

Matheson Family Resource Centre
c/o Canadian Mental Health
47 Cedar Street South
Timmins, Ontario
P4N 2G5

(705) 267-7109

Name of Contact Person:	Cathy Wakeford
Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
Alternate:	(705) 267-6010
PROJECTED OPENING:	MARCH 1, 1985
Area Served:	Kirkland Lake, Matheson, Iroquois Falls and Timmins
Languages:	English, French
Clients:	Women, Children
Fees:	Ability to pay; subsidy available
Services Provided:	Family Resource Centre; Counselling for Women; Telephone Crisis; Information and Referral.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

COCHRANE

EMERGENCY SHELTER

Moosonee Family Resource Centre
c/o Moosonee Development Area Board
Moosonee, Ontario
P0L 1Y0

(705) 336-2993

Name of Contact Person: Gerry McAuley

PROJECTED OPENING: 1985

Services Provided: Family Resource Centre scheduled to open in 1985.
Native Focus.

LEGAL ASSISTANCE

Keewaytinok Native Legal Service
Box 218, Revillon Road
Moosonee, Ontario
P0L 1Y0

(705) 336-2981

Hours: Monday-Friday 9:00 a.m. — noon
1:00 p.m. — 5:00 p.m.

After Hours: Contact OPP (705) 336-2320

Area Served: James Bay Coast

Languages: English, Cree

Clients: Women, Men, Children

Fees: None

Services Provided: Legal Services; Native Focus.

COCHRANE

LEGAL SERVICES

Crown Attorney/Court House
230A First Avenue
Timmins, Ontario
P4N 1H5

(705) 265-5234

Title of Contact Person:	Domestic Assault Co-ordinator
Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

Crown Attorney/Court House
2 Drury Street
Kapuskasing, Ontario
P5N 1K8

(705) 335-6184

Title of Contact Person:	Domestic Assault Co-ordinator
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Police; Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

COCHRANE

POLICE

Timmins Police Force
150 Algonquin Boulevard East
Timmins, Ontario
P4N 1A7

(705) 264-1201

Hours:	24 hours
Alternate:	Crisis: 911
Area Served:	Timmins
Languages:	English, French, Multilingual
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Police; Crisis intervention.
Details of Service:	Crisis intervention.

TELEPHONE CRISIS LINE

Telecare Timmins
P.O. Box 823
Timmins, Ontario
P4N 7G7

(705) 267-5000

Hours:	24 hours
Alternate:	Zenith 99299 24 hours
Area Served:	Highway #11 from Latchford to Hearst and City of Timmins
Languages:	English, French
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Counselling for Women, Men; Telephone Crisis Line; Information and Referral.
Details of Service:	Listening, caring service helping callers talk through problems and provide information.

KENORA

COUNSELLING FOR FAMILIES

Sioux Lookout Community Counselling Services
General Hospital
Box 909
Sioux Lookout, Ontario
P0V 2T0

(807) 737-1275

Title of Contact Person: Director
Hours: Monday-Friday 8:30 a.m. — 4:30 p.m.
After Hours: (807) 737-2083 or 737-1588
Area Served: Sioux Lookout, Hudson and environs
Languages: English
Clients: Women, Men
Fees: None
Services Provided: Counselling for Women, Men, Families; Employment
Counselling; Medical.
Details of Service: Crisis intervention; long-term counselling and
counselling for couples.

COUNSELLING FOR WOMEN

Women's Place, Kenora
P.O. Box 687
Kenora, Ontario
P9N 3X6

(807) 468-7233

Hours: 24 hours
Area Served: Kenora including 8 reserve communities
Languages: English
Clients: Women, Children
Fees: None
Services Provided: Counselling for Women; Telephone Crisis Line; Public
Education; Information and Referral.
Details of Service: Advocacy with other agencies. Services available for
both native and non-native groups.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

KENORA

EMERGENCY SHELTER

Kenora Family Resource Centre
c/o Town of Kenora
1 Main Street South
Kenora, Ontario
P9N 3X7

(807) 468-8907

Title of Contact Person: Chief Administrative Officer
PROJECTED OPENING: 1985
Services Provided: Family Resource Centre scheduled to open in 1985.

Patricia Centre/Women-in-Crisis
Box 664
Ignace, Ontario
P0V 2T0

(807) 934-6369

Hours: 24 hours
Area Served: Ignace
Languages: English
Clients: Women
Fees: None
Services Provided: Will refer women in need to appropriate shelter.

KENORA

EMERGENCY SHELTER

Sioux Lookout Family Resource Centre
c/o Town of Sioux Lookout
Box 158, Fifth Avenue
Sioux Lookout, Ontario
P0V 2T0

(807) 737-2700

Title of Contact Person: Clerk
PROJECTED OPENING: 1985
Services Provided: Family Resource Centre scheduled to open in 1985.

INFORMATION AND REFERRAL

Northwestern Health Unit
15 Ocean Avenue West, R.R. #1
Kenora, Ontario
P9N 3W7

(807) 468-3147

Title of Contact Person: Director of Nursing
Hours: Monday-Friday 8:30 a.m. — 4:30 p.m.
Area Served: Northwestern Ontario
Languages: English, French, Ojibway
Clients: Women, Men, Children
Fees: None
Services Provided: Public Education; Medical; Information and Referral.
Details of Service: Prenatal; family planning; nutrition; mental health.

KENORA

LEGAL SERVICES

Crown Attorney/Court House
Water Street
Kenora, Ontario
P9N 1S4

(807) 468-8292

Title of Contact Person: Domestic Assault Co-ordinator
Hours: Monday-Friday 9:00 a.m. — 5:00 p.m.
After Hours: (807) 468-5100
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Legal; Information and Referral.
Details of Service: Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

Crown Attorney/Court House
479 Government Street, Box 3000
Dryden, Ontario
P8N 3B3

(807) 223-3351

Title of Contact Person: Domestic Assault Co-ordinator
Hours: Monday-Friday 9:00 a.m. — 5:00 p.m.
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Legal; Information and Referral.
Details of Service: Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

KENORA

LEGAL SERVICES

Sioux Lookout Community Legal Clinic
56 Front Street, P.O. Box 187
Sioux Lookout, Ontario
P0V 2T0

(807) 737-3074

Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
After Hours: (807) 737-3074 Answering Machine
Area Served: Northwestern Ontario
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Legal Services; Counselling for Women, Men;
Employment Counselling; Information and Referral.
Details of Service: Legal advice; assistance to lay charges; assistance to
apply for welfare; court representation, referral;
native focus.

Kenora Community Legal Clinic
336 Second Street South
Kenora, Ontario
P9N 1G5

(807) 468-8888

Hours: Monday-Friday 9:00 a.m. -- 4:30 p.m.
Alternate: (807) 468-7363
Area Served: Kenora
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Counselling for Women, Men, Families; Legal;
Information and Referral.
Details of Service: Legal counselling for women, men, families.

KENORA

MEDICAL SERVICES

The Clinic
Box 489, Front Street
Sioux Lookout, Ontario
P0V 2T0

(807) 737-3803

Hours:

Monday, Tuesday, Thursday, Friday
9:00 a.m. — noon 1:30 p.m. — 4:30 p.m.
Wednesday and Saturday 9:00 a.m. — 11:00 a.m.

After Hours:

(807) 737-3803 or 737-3700

Area Served:

Sioux Lookout and area

Languages:

English, French, Ojibway

Clients:

Women, Men, Children

Fees:

OHIP

Services Provided:

Counselling for Women, Men, Families; Medical
Services; Information and Referral.

Details of Service:

Physical exam and treatment; hospital and out-patient
care; counselling and referral.

MANITOULIN

COUNSELLING FOR FAMILIES

Manitoulin Mental Health Clinic

(705) 377-5318

Box 100 - Mindemoya
Manitoulin Island, Ontario
P0P 1S0

Hours: Monday-Friday 8:30 a.m. -- 4:30 p.m.
Area Served: Manitoulin Island
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Counselling for Women, Men, Families; Public Education; Information and Referral.
Details of Service: Individual, marital and family counselling; psychological assessments and psychiatric consultation.

EMERGENCY SHELTER

Manitoulin Family Resource Centre

(705) 377-5160

P.O. Box 181
Mindemoya, Ontario
P0P 1S0

Hours: 24 hours
Area Served: Manitoulin Island
Languages: English, Ojibway
Clients: Women, Children
Fees: Ability to pay
Services Provided: Family Resource Centre; Counselling for Women; Telephone Crisis Line; Public Education; Transportation; Information and Referral.
Details of Service: Emotional support; shelter; information re available social services; counselling; help in relocating and follow-up support.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

MUSKOKA

COUNSELLING FOR FAMILIES

Muskoka Family & Children's Services
Pine Street, P.O. Box 1200
Bracebridge, Ontario
P0B 1C0

(705) 645-4426

Title of Contact Person: Social Worker
Hours: Monday-Friday 8:30 a.m. — 4:30 p.m.
After Hours: (705) 645-4426 24 hours
Area Served: Muskoka
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Counselling for Families; Telephone Crisis Line;
Information and Referral.
Details of Service: Counselling and support; emergency arrangements for
shelter.

EMERGENCY SERVICES

Bracebridge Family Resource Centre
c/o District Municipality of Muskoka
10 Pine Street
Bracebridge, Ontario
P0B 1C0

(705) 645-2231

PROJECTED OPENING: 1985
Services Provided: Family Resource Centre scheduled to open in 1985.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

MUSKOKA

FINANCIAL SERVICES

Muskoka Social Services
Box 1720
Bracebridge, Ontario
P0B 1C0

(705) 645-2231

Title of Contact Person: Administrator
Hours: Monday-Friday 8:30 a.m. — 4:30 p.m.
Area Served: Muskoka
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Emergency and Ongoing Financial Services;
Information and Referral.
Details of Service: Welfare assistance.

INFORMATION AND REFERRAL

Muskoka-Parry Sound Health Unit
Box 1019
Bracebridge, Ontario
P0B 1C0

(705) 645-4471

Title of Contact Person: Nursing Department
Hours: Monday-Friday 8:30 a.m. — 4:30 p.m.
Area Served: District of Muskoka, West and East Parry Sound
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Counselling for Women, Men, Families; Public
Education; Information and Referral.
Details of Service: Community involvement and home visiting.

MUSKOKA

LEGAL SERVICES

Crown Attorney/Court House
Bracebridge, Ontario
POB 1C0

(705) 645-2411

Title of Contact Person:	Domestic Assault Co-ordinator
Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

NIPISSING

COUNSELLING FOR FAMILIES

Family Life Centre
269 Main Street West
North Bay, Ontario
P1B 2T8

(705) 472-6515

Title of Contact Person:	Executive Director
Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
After Hours:	By appointment
Area Served:	Nipissing district
Languages:	English, French
Clients:	Women, Men, Children
Fees:	Sliding scale, no fees for low income.
Services Provided:	Counselling for Women, Men, Families; Information and Referral; Credit Counselling.
Details of Service:	Marriage and family counselling.

North Bay & District Health Unit
P.O. Box 450
North Bay, Ontario
P1B 8J1

(705) 474-1400

Title of Contact Person:	Director of Nursing Services
Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m. (September-May) Monday-Friday 8:30 a.m. — 4:30 p.m. (June-August)
After Hours:	(705) 474-1400
Area Served:	50-mile radius of North Bay
Languages:	English, French, Multilingual
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Counselling for Women, Men, Families; Information and Referral; Assessment.
Details of Service:	Home visiting, referral and counselling.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

NIPISSING

EMERGENCY SHELTER

Crisis Centre - North Bay
1150 Ferguson Street
North Bay, Ontario
P1B 1Y6

(705) 474-1031

Hours:	24 hours
Area Served:	No limits
Languages:	English, French
Clients:	Women, Men, Children
Fees:	Ability to pay
Services Provided:	Multi-purpose Shelter; Counselling for Women, Men, Families; Telephone Crisis Line; Public Education; Transportation; Information and Referral.
Details of Service:	Accommodation, referral, counselling and group meetings; arrangements made for translators.

Mattawa Family Resource Centre
P.O. Box 390
Mattawa, Ontario
P0H 1V0

(705) 744-5567

Hours:	24 hours
Area Served:	Mattawa and District
Languages:	English, French
Clients:	Women, Children
Fees:	Ability to pay; subsidy available
Services Provided:	Family Resource Centre; Counselling for Women; Telephone Crisis Line; Information and Referral.

NIPISSING

EMERGENCY SHELTER

Nipissing Transition House
547 John Street
North Bay, Ontario
P1B 2M9

(705) 476-2429

Hours: 24 hours
Area Served: Nipissing and Parry Sound
Languages: English, French, Algonquin, Cree, Ojibway
Clients: Women, Children
Fees: Ability to pay
Services Provided: Transition House; Counselling for Women, Families;
Telephone Crisis Line; Public Education;
Transportation; Information and Referral; Clothing;
Household Goods; Advocacy.
Details of Service: Individual and group counselling for women; weekly
groups for former, current and non-residents.

Sturgeon Falls Family Resource Centre
P.O. Box 2560
155 Salter Street
Sturgeon Falls, Ontario
P0H 2G0

(705) 753-1154

Title of Contact Person: Co-ordinator
Hours: 24 hours
Area Served: 100-mile radius
Languages: English, French
Clients: Women, Children
Fees: Ability to pay; subsidy available
Services Provided: Emergency Shelter; Counselling for Women;
Transportation; Information and Referral.
Details of Service: Safety, security, lodging, food and referral to other
agencies.

NIPISSING

FINANCIAL

North Bay Social Services

200 McIntyre Street East, Box 360
North Bay, Ontario
P1B 8H8

(705) 474-0400

Hours: 24 hours
Area Served: District of Nipissing
Languages: English, French
Clients: Women, Men, Children
Services Provided: Emergency Shelter; Counselling for Women, Families;
Public Education; Medical; Emergency Financial;
Information and Referral.
Details of Service: General welfare assistance. Safe refuge, and bed;
meals and counselling services provided.

INFORMATION AND REFERRAL

North Bay Women's Centre

P.O. Box 891, 109-269 Main Street West
North Bay, Ontario
P1B 8K1

(705) 476-2425

Title of Contact Person: Co-ordinator
Hours: Monday-Tuesday 8:30 a.m. — 5:00 p.m.
Thursday noon — 5:00 p.m.
After Hours: (705) 476-2425 Answering Machine
Area Served: North Bay
Languages: English
Clients: Women
Fees: None
Services Provided: Information and Referral.
Details of Service: Referral to Nipissing Transition House.

NIPISSING

LEGAL SERVICES

Crown Attorney/Court House
621 Main Street West
North Bay, Ontario
P1B 2V8

(705) 472-9230

Title of Contact Person:	Domestic Assault Co-ordinator
Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

POLICE

North Bay Police Force
123 Princess Street West
North Bay, Ontario
P1B 8J8

(705) 476-2333

Hours:	24 hours
Area Served:	North Bay Municipal Area
Languages:	English, French, Italian
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Police; Information and Referral.

NIPISSING

POLICE

Sturgeon Falls Police Force
225 Holditch Street
Sturgeon Falls, Ontario
P0H 2G0

(705) 753-1234

Hours:	24 hours
Area Served:	Sturgeon Falls
Languages:	English, French
Clients:	Women, Men, Children
Fees:	Not Applicable
Services Provided:	Police; Transportation; Information and Referral.

TELEPHONE CRISIS LINE

North Bay Sexual Assault & Education Centre
P.O. Box 1012
North Bay, Ontario
P1B 8K3

(705) 476-3355

Hours:	24 hours
Area Served:	North Bay and surrounding area
Languages:	English, French
Clients:	Women, Men
Fees:	None
Services Provided:	Counselling for Women, Telephone Crisis Line; Information and Referral.

PARRY SOUND

LEGAL SERVICES

Crown Attorney/Court House
89 James Street
Parry Sound, Ontario
P2A 1T7

(705) 746-2331

Title of Contact Person:	Domestic Assault Co-ordinator
Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

POLICE

Parry Sound Police Force
5 Bowes Street
Parry Sound, Ontario
P2A 2K7

(705) 746-4211

Hours:	24 hours
Area Served:	Town of Parry Sound
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Police.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

RAINY RIVER

COUNSELLING FOR FAMILIES

Family & Children's Services
450 Scott Street, Box 751
Fort Frances, Ontario
P9A 3N1

(807) 274-7787

Hours: Monday-Friday 8:45 a.m. — 4:30 p.m.
After Hours: (807) 274-7787 24 hours
Area Served: Rainy River District
Languages: English, Ojibway
Clients: Women, Men, Children
Fees: None
Services Provided: Counselling for Women, Men, Families; Telephone
Crisis Line; Emergency Financial Services;
Transportation; Information and Referral.

EMERGENCY SHELTER

Atikokan Crisis Centre
P.O. Box 818
Atikokan, Ontario
P0T 1C0

(807) 597-2868

Hours: Monday-Friday 8:30 a.m. -- 4:30 p.m.
After Hours: (807) 597-4239 or 597-2086
Area Served: District of Rainy River (Thunder Bay to Kenora)
Languages: English, French
Clients: Women, Children
Fees: None
Services Provided: Transition House; Counselling for Women; Public
Education; Transportation; Information and Referral.
Details of Service: Temporary shelter; peer counselling and referral.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

RAINY RIVER

LEGAL SERVICES

Crown Attorney/Court House
Box 338
Fort Frances, Ontario
P9A 3M7

(807) 274-9825

Title of Contact Person:	Domestic Assault Co-ordinator
Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

POLICE

Fort Frances Police Force
P.O. Box 698
Fort Frances, Ontario
P9A 3N1

(807) 274-3322

Hours:	24 hours
Area Served:	Town of Fort Frances
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Police.

SUDBURY

COUNSELLING FOR FAMILIES

Le Service Familial de la Region de Sudbury
435 Notre Dame Avenue
Sudbury, Ontario
P3C 5K6

(705) 674-5456

Hours: Monday-Friday 8:30 a.m. -- 4:30 p.m.
Area Served: Sudbury Region
Languages: English, French
Clients: Women, Men, Children
Fees: Sliding Scale
Services Provided: Counselling for Women, Men, Families; Public Education; Information and Referral.
Details of Service: Individual, separation, divorce and family counselling.

Sudbury & District Health Unit
1300 Paris Crescent
Sudbury, Ontario
P3E 3A3

(705) 522-9200

Title of Contact Person: Assistant Director, Community Nursing Division
Hours: Monday-Friday 8:30 a.m. -- 4:30 p.m.
Area Served: East-Warren, North-Chapleau, West-Walford, South-French River
Languages: English, French, Multilingual
Clients: Women, Men, Children
Fees: None
Services Provided: Counselling for Women, Men, Families; Information and Referral.
Details of Service: Counselling and case managing in the home setting.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

SUDBURY

COUNSELLING FOR FAMILIES

Sudbury-Manitoulin Children's Aid Society
1492 Paris Street South
Sudbury, Ontario
P3E 3B8

(705) 522-8600

Hours:	Monday-Friday 8:30 a.m. -- 4:30 p.m.
After Hours:	(705)522-8600 24 hours
Area Served:	Sudbury and Manitoulin
Languages:	English, French
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Counselling for Families.

Pastoral Institute of Northern Ontario
Laurentian University
Sudbury, Ontario
P3E 1C6

(705) 675-6182

Title of Contact Person:	Coordinator of Administration
Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
Area Served:	Sudbury and Northeastern Ontario
Languages:	English
Clients:	Women, Men, Children
Fees:	Sliding Scale
Services Provided:	Counselling for Women, Men, Families.

"Reflections"
c/o La Fraternite
273 Elm Street North
Sudbury, Ontario
P3C 1V5

(705) 674-3794

Clients:	Men
Services Provided:	Self-help group for men who batter.

SUDBURY

EMERGENCY SHELTER

Y.W.C.A. - Geneva House
224 Elm Street West
Sudbury, Ontario
P3C 1V3

(705) 674-2210

Hours:	24 hours
Area Served:	Regional Municipality of Sudbury
Languages:	English, French
Clients:	Women, Children
Fees:	Ability to pay; subsidy available.
Services Provided:	Multi-purpose Shelter; Counselling for Women; Transportation; Information and Referral; Workshops.
Details of Service:	Shelter, food and clothing; information and referral; counselling and support groups.

INFORMATION AND REFERRAL

Sudbury Multicultural Folk Arts Association
150 Durham Street South
Sudbury, Ontario
P3E 3M7

(705) 674-0795

Title of Contact Person:	Co-ordinator, Immigrant Services Unit
Hours:	Monday-Friday 8:30 a.m. — 4:30 p.m.
After Hours:	(705) 675-1203
Area Served:	Sudbury Region
Languages:	English, Multilingual
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Counselling for Women, Men, Families; Employment Counselling; Transportation; Information and Referral.
Details of Service:	Provides advocacy/interpretation for police. Specific programs include immigrant settlement, and adaptation and job assistance for immigrant women.

SUDBURY

INFORMATION AND REFERRAL

Sudbury's Women's Centre
106 Beech Street
Sudbury, Ontario
P3C 1Z3

(705) 673-1916

Title of Contact Person: Co-ordinator
Hours: Monday-Friday 10:00 a.m. — 5:00 p.m.
Area Served: Sudbury and Region
Languages: English, French
Clients: Women
Fees: Not Applicable
Services Provided: Public Education; Information and Referral.

LEGAL SERVICES

Crown Attorney/Court House
155 Elm Street West
Sudbury, Ontario
P3C 1T9

(705) 675-4155

Title of Contact Person: Domestic Assault Co-ordinator
Hours: Monday-Friday 9:00 a.m. — 5:00 p.m.
Area Served: Region of Sudbury
Languages: English, French
Clients: Women, Men, Children
Fees: None
Services Provided: Legal; Information and Referral.
Details of Service: Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

SUDBURY

LEGAL SERVICES

Provincial Court Family Division

40 Larch Street
Sudbury, Ontario
P3E 5M7

(705) 675-4231

Title of Contact Person: Social Worker
Hours: Monday-Friday 8:30 a.m. — 4:30 p.m.
Area Served: No limit
Languages: English, French
Clients: Women, Men, Children
Fees: None
Services Provided: Counselling for Women, Men, Families; Legal;
Information and Referral.
Details of Service: Primary service is judicial, secondary is counselling.

Sudbury Community Legal Clinic

215 Elm Street West
Sudbury, Ontario
P3E 1T8

(705) 674-3200

Hours: Monday-Friday 9:00 a.m. — 5:00 p.m.
Area Served: Sudbury
Languages: English, French
Clients: Women, Men, Children
Fees: None
Services Provided: Legal (other than family law); Information and
Referral.
Details of Service: Advice on tenancy, family benefits, welfare and
unemployment.

SUDBURY

MEDICAL SERVICES

Crisis Centre - Sudbury General Hospital
700 Paris Street
Sudbury, Ontario
P3E 3B5

(705) 674-3181

Title of Contact Person: Director, Social Service - Ext. 280
Hours: Monday-Friday 8:30 a.m. — 10:00 p.m.
After Hours: (705) 674-3181 Holidays & Weekends 2:30 p.m.--10 p.m.
Area Served: Sudbury
Languages: English
Clients: Women, Men
Fees: None
Services Provided: Counselling for Women, Men, Families; Telephone
Crisis Line; Medical; Transportation; Information and
Referral.
Details of Service: Crisis intervention; assessment and referral.

POLICE

Sudbury Regional Police Force
200 Larch Street
Sudbury, Ontario
P3E 1C7

(705) 675-9171

Title of Contact Person: Complaints Officer
Hours: 24 hours
Area Served: Regional Municipality of Sudbury
Languages: English, French, Multilingual
Clients: Women, Men, Children
Fees: None
Services Provided: Police; Transportation; Information and Referral.
Details of Service: Receipt and investigation of complaints; laying of
criminal charges if warranted; referral to range of
services.

SUDBURY

PUBLIC EDUCATION ABOUT BATTERED WOMEN

Sticks and Stones Theatre
90 King Street
Sudbury, Ontario
P3E 4P8

(705) 675-5606

Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
After Hours:	(705) 675-5606 or 673-8529
Area Served:	Northern Ontario
Languages:	English, French
Clients:	Women, Men, Children
Fees:	Sliding Scale
Services Provided:	Public Education.
Details of Service:	Educational theatre troupe; workshops offered to schools, organizations and general public.

TELEPHONE CRISIS LINE

Sudbury Telecare
111 Larch Street
Sudbury, Ontario
P3E 4P8

(705) 675-1121

Hours:	24 hours
Area Served:	All of Sudbury, Timmins, Manitoulin Island
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Telephone Crisis Line; Information and Referral.
Details of Service:	Listening and caring service.

THUNDER BAY

COUNSELLING FOR FAMILIES

Family & Children's Services

309 Court Street South
Thunder Bay, Ontario
P7B 5E7

(807) 344-9124

Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
After Hours:	(807) 344-9124 Answering Service
Area Served:	District of Thunder Bay
Languages:	English
Clients:	Women, Men, Children
Fees:	Not Applicable
Services Provided:	Counselling for Families; Public Education; Information and Referral.
Details of Service:	Native Focus.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

THUNDER BAY

COUNSELLING FOR FAMILIES

North of Superior Community Health Program

P.O. Box 911, 305 Main Street
Geraldton, Ontario
P0T 1M0 (807) 854-1322

P.O. Box 610
Longlac, Ontario
P0T 2A0 (807) 876-2235

P.O. Box 207
Manitouwadge, Ontario
P0T 2C0 (807) 826-3343

P.O. Box 842, 305 Main Street
Marathon, Ontario
P0T 2E0 (807) 229-0607

c/o McCausland Hospital
Terrace Bay, Ontario
P0T 2W0 (807) 825-3238

P.O. Box 148
Schreiber, Ontario
P0T 2S0 (807) 824-2597

P.O. Box 710
Nipigon, Ontario
P0T 2J0 (807) 887-2830

Hours:	Monday-Friday 9:00 a.m. -- 4:30 p.m.
Area Served:	Mobert, Dorion, Lake Superior and Okoki
Languages:	English, French
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Counselling for Women, Men, Families; Public Education; Information and Referral.
Details of Service:	Follow-up supportive counselling; family/marital therapy; resource mobilization; liaison/consultation with other agencies.

THUNDER BAY

COUNSELLING FOR FAMILIES

Thunder Bay Family & Credit Counselling
411 East Donald Street
Thunder Bay, Ontario
P7E 5V1

(807) 623-9596

Hours:	Monday-Friday 9:00 a.m. -- 4:30 p.m.
Area Served:	Thunder Bay and surrounding area
Languages:	English
Clients:	Women, Men, Children
Fees:	Sliding Scale
Services Provided:	Counselling for Women, Men, Families; Telephone Crisis Line; Information and Referral.
Details of Service:	Individuals, marriage, family counselling.

EMERGENCY SHELTER

Beendigen House
239 North Syndicate Avenue
Thunder Bay, Ontario
P7C 3V9

(807) 622-5101

Hours:	24 hours
Area Served:	Thunder Bay and surrounding area
Languages:	English, Ojibway, Cree
Clients:	Women, Children
Fees:	None
Services Provided:	Multi-purpose Shelter; Counselling for Women, Families; Telephone Crisis Line; Public Education; Transportation; Information and Referral; Alcohol Program; Follow-up.
Details of Service:	Individual and group counselling for women and children separately and women and children together.

THUNDER BAY

EMERGENCY SHELTER

Community Residence
505 North Tarbutt Street
Thunder Bay, Ontario
P7E 3H7

(807) 625-2430

Hours: 24 hours
Alternate: (807) 625-2329
Area Served: City of Thunder Bay
Languages: English
Clients: Women, Children
Fees: Ability to pay
Services Provided: Multi-purpose Shelter; Counselling for Women, Families; Telephone Crisis; Employment Counselling; Emergency/Ongoing Financial; Transportation; Information and Referral.
Details of Service: Parenting programs, childcare; 24-hour short-term shelter and caring environment for mothers with children and single females 16-24 years; rehabilitative counselling and follow-up.

Faye Peterson Transition House
Box 172, Station "F"
Thunder Bay, Ontario
P7C 4J8

(807) 623-6600

Title of Contact Person: Director
Hours: 24 hours
Alternate: (807) 345-7456 24 hours
Area Served: Northwestern Ontario
Languages: English, Ojibway
Clients: Women, Children
Fees: Provincial scale per diem rates
Services Provided: Transition House; Counselling for Women; Legal; Telephone Crisis Line; Employment Counselling; Public Education; Emergency Financial; Transportation; Information and Referral.
Details of Service: Shelter/protection; counselling; advocacy.

THUNDER BAY

EMERGENCY SHELTER

Geraldton Family Resource Centre
200 MacKenzie Street West
Geraldton, Ontario
P0T 1M0

(807) 854-1529

Title of Contact Person:	Supervisor
Hours:	24 hours
Area Served:	70 miles east, west and north of Geraldton
Languages:	English, French, Ojibway
Clients:	Women, Children
Fees:	None
Services Provided:	Family Resource Centre; Counselling for Women; Telephone Crisis Line; Information and Referral.
Details of Service:	Serve emotionally and physically abused women.

Marathon Family Resource Centre
c/o Town of Marathon
9 Stevens Avenue
P0T 2E0

(807) 229-1340

Title of Contact Person:	Clerk
PROJECTED OPENING:	1985
Services Provided:	Family Resource Centre scheduled to open in 1985.

THUNDER BAY

INTEREST GROUPS

Northwestern Ontario Women's Decade Council
221 Bay Street
Thunder Bay, Ontario
P7B 1R1

(807) 345-3606

Title of Contact Person: Co-ordinator
Hours: Monday-Friday 9:00 a.m. — 4:30 p.m.
Area Served: Northwestern Ontario
Languages: English
Clients: Women
Fees: None
Services Provided: Public Education; Lobbying for Support Services;
Resources to Community Organizations.
Details of Service: Umbrella group for northern women's organizations;
facilitates networking, lobbying and resource
provisions.

IMMIGRANT WOMEN'S SERVICES

Thunder Bay Multicultural Association
278 Bay Street
Thunder Bay, Ontario
P7B 5S9

(807) 345-0551

Title of Contact Person: Women's Project Worker
Hours: 24 hours
Area Served: City of Thunder Bay and district
Languages: Multilingual
Clients: Women, Men, Children
Fees: None
Services Provided: Counselling for Women, Men, Families; Information and
Referral.
Details of Service: Provides services through Immigrant Information
Centre with ethnic and native foci; language bank for
immigrant/native people not fluent in English;
translator for legal and police.

THUNDER BAY

LEGAL SERVICES

Crown Attorney/Court House
277 Camelot Street
Thunder Bay, Ontario
P7A 4B3

(807) 475-1565

Title of Contact Person:	Domestic Assault Co-ordinator
Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

POLICE

Red Rock Police Force
P.O. Box 446
Red Rock, Ontario
P0T 2P0

(807) 846-2235

Hours:	24 hours
Area Served:	Township of Red Rock
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Police; Transportation; Information and Referral.

THUNDER BAY

POLICE

Thunder Bay Police Force
425 East Donald Street
Thunder Bay, Ontario
P7E 5V1

(807) 625-2452

Hours:	Monday-Friday 8:30 a.m. -- 4:30 p.m.
Area Served:	City of Thunder Bay
Languages:	English, Multilingual
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Counselling for Women; Police; Public Education; Transportation; Information and Referral.
Details of Service:	Counselling for women re legal rights; information about available services.

Terrace Bay Police
P.O. Box 27
Terrace Bay, Ontario
P0T 2W0

(807) 825-3232

Hours:	24 hours
Area Served:	Terrace Bay, Schreiber, Jackfish
Languages:	English, French
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Police; Public Education; Transportation; Intervention and De-escalation of Problem.
Details of Service:	Emergency response; legal advice; crisis intervention; court proceedings; referrals.

THUNDER BAY

TELEPHONE CRISIS LINE

Thunder Bay Physical/Sexual Assault Crisis
#18-124 Red River Road
Thunder Bay, Ontario
P7B 1A6

(807) 345-0894

Hours:	24 hours
Alternate:	(807) 344-4502 (Crisis Line)
After Hours:	(807) 344-4502 (Crisis Line)
Area Served:	District of Thunder Bay
Languages:	English, Multilingual
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Counselling for Women, Men, Families; Telephone Crisis Line; Public Education; Information and Referral; Advocacy.
Details of Service:	Crisis intervention; short- and long-term counselling for battered women and batterers.

Thunder Bay Telecare
P.O. Box 2025
Thunder Bay, Ontario
P7B 5E7

(807) 344-1192

Hours:	24 hours Zenith Line
After Hours:	Zenith 19960
Area Served:	Thunder Bay and surrounding area
Languages:	English, Finnish
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Telephone Crisis Line; Information and Referral.

TIMISKAMING

COUNSELLING FOR FAMILIES

Timiskaming Health Unit

221 Whitewood Avenue, P.O. Box 1240
New Liskeard, Ontario
P0J 1P0

(705) 647-4305

6 Tweedsmuir Road
Kirkland Lake, Ontario
P2N 1H1

(705) 567-9355

Title of Contact Person: Mental Health Team
Hours: Monday-Friday 8:30 a.m. — 4:30 p.m.
Area Served: Timiskaming, Temagami, Goganda
Languages: English, French
Clients: Women, Men, Children
Fees: None
Services Provided: Counselling for Women, Men, Families; Medical
Services; Information and Referral.
Details of Service: Individual and family counselling.

EMERGENCY SHELTER

Pavillion Transition House
345 Cecil Street, P.O. Box 37
Haileybury, Ontario
P0J 1K0

(705) 672-2128

Hours: 24 hours
Area Served: District of Timiskaming
Languages: English, French
Clients: Women, Children
Fees: None
Services Provided: Transition House; Counselling for Women and Families;
Employment Counselling; Public Education; Medical;
Transportation; Information and Referral.
Details of Service: Also provides clothing and babysitting services.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

TIMISKAMING

LEGAL SERVICES

Crown Attorney/Court House
393 Main Street, Box 369
Haileybury, Ontario
P0J 1K0

(705) 672-3308

Title of Contact Person:	Domestic Assault Co-ordinator
Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

POLICE

Kirkland Lake Police Force
29 Government Road East
Kirkland Lake, Ontario
P2N 3H1

(705) 567-3231

Hours:	24 hours
Area Served:	Town of Kirkland Lake
Languages:	English, French
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Emergency Shelter; Police; Transportation.
Details of Service:	Criminal investigation; court assistance.



Ontario

Ministry of
Community and
Social Services

Southeast Region — Area 3



DURHAM

COUNSELLING FOR FAMILIES

**Durham Social Services
Family Counselling Division
50 McMillan Drive
Oshawa, Ontario
L1G 3Z6**

(416) 579-0622

Hours:	Monday-Friday 8:30 a.m. -- 4:30 p.m.
Area Served:	Durham Region
Languages:	English
Clients:	Women, Men, Children
Fees:	Ability to Pay
Services Provided:	Counselling for Women, Men, Families; Public Education; Advocacy.
Details of Service:	Support group for women and children; therapy group for batterers.

COUNSELLING FOR MEN

**Durham Social Services - Family Counselling
50 McMillan Drive
Oshawa, Ontario
L1G 3Z6**

(416) 579-0622

Hours:	Monday-Friday 8:30 a.m. -- 4:30 p.m.
Area Served:	Durham Region
Languages:	English
Clients:	Men
Fees:	Ability to Pay
Services Provided:	Counselling for Men.
Details of Service:	12-week sessions; maximum of ten participants in Therapy Group for Batterers.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

DURHAM

EMERGENCY SHELTER

Auberge/Sedna Women's Shelter
P.O. Box 146
Oshawa, Ontario
L1H 7L1

(416) 728-7311

Hours:	24 hours
Area Served:	Durham Region
Languages:	English
Clients:	Women, Children
Fees:	None (if eligible for GWA)
Services Provided:	Transition House; Counselling for Women; Telephone Crisis Line; Public Education; Transportation; Information and Referral.
Details of Service:	Shelter with support services; advocacy and counselling.

Higgins House
c/o YWCA
199 Centre Street South
Oshawa, Ontario
L1H 4A8

(416) 576-8880

Hours:	24 hours
Area Served:	Durham Region
Languages:	English
Clients:	Women, Children
Fees:	Ability to pay; subsidy available
Services Provided:	"Safe home" apartments for battered women with support provided by volunteers and YWCA staff; Public Education; Information and Referral.
Details of Service:	Arrangements for use made through YWCA.

DURHAM

INFORMATION AND REFERRAL

Ajax Pickering Information Centre
132A Commercial Avenue
Ajax, Ontario
L2X 2H5

(416) 686-2661

Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
Area Served:	Towns and rural hamlets of Ajax and Pickering
Languages:	English
Clients:	Women, Men, Children
Services Provided:	Information and Referral.

Information Oshawa
50 Centre Street South
Oshawa, Ontario
L1G 3Z7

(416) 728-6233

Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
Area Served:	Region of Durham
Languages:	English, Multilingual
Clients:	Women
Services Provided:	Information and Referral.
Details of Service:	Provides general information and assistance in various languages; unable to provide specific service to assaulted women but provides referral to appropriate service.

DURHAM

INFORMATION AND REFERRAL

Whitby Community Information Centre

(416) 668-0552

405 Dundas Street West
Whitby, Ontario
L1N 6A1

Title of Contact Person: Community Information Officer
Hours: Monday-Friday 9:30 a.m. — 9:30 p.m.
Saturday 9:00 a.m. — 5:00 p.m. (October - June)
After Hours: (416) 668-0552
Area Served: Whitby and surrounding rural areas
Languages: English, Multilingual
Clients: Women, Men, Children
Fees: None
Services Provided: Emergency Financial Services; Transportation;
Information and Referral.
Details of Service: Referral to various community groups and services for
battered women.

LEGAL SERVICES

Crown Attorney/Court House

(416) 668-8873

605 Rossland Road East
Whitby, Ontario
L1N 5S4

Title of Contact Person: Domestic Assault Co-ordinator
Hours: Monday-Friday 9:00 a.m. — 5:00 p.m.
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Legal; Information and Referral.
Details of Service: Legal advice, assistance and prosecutorial expertise to
victims of family violence; assistance in obtaining legal
aid; knowledge of local resources, social agencies and
legal aid.

FRONTENAC

COUNSELLING FOR FAMILIES

Family Counselling Service of Kingston
388 King Street East
Kingston, Ontario
K7K 2Y2

(613) 549-7850

Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
After Hours:	By Appointment
Area Served:	No limit. 30 mile radius of Kingston
Languages:	English
Clients:	Women, Men, Children
Fees:	Sliding Scale
Services Provided:	Counselling for Women, Men, Families; Information and Referral.
Details of Service:	Individual counselling; group counselling for men who batter.

COUNSELLING FOR MEN

Alternatives/Family Counselling Services
388 King Street East
Kingston, Ontario
K7K 2Y2

(613) 549-7850

Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
Alternate:	(613) 549-7850
Area Served:	Kingston vicinity
Languages:	English
Clients:	Men
Fees:	Sliding Scale
Services Provided:	Counselling for Men.
Details of Service:	Self-help groups for men who batter.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

FRONTENAC

COUNSELLING FOR WOMEN

Department of Family and Social Services
Township of Kingston
P.O. Box 3400
Kingston, Ontario
K7L 4Z4

(613) 384-1770

Hours: Monday-Friday 8:30 a.m. -- 4:30 p.m.
Area Served: Township of Kingston
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Counselling for Women, Emergency/Ongoing Financial;
Information and Referral.

North Frontenac Community Services
P.O. Box 250
Sharbot Lake, Ontario
K0H 2P0

(613) 279-2928

Title of Contact Person: Family Counsellor
Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
After Hours: (613) 279-2928 By Appointment/Emergencies
Area Served: Northern Townships of Frontenac County
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Counselling for Women; Legal; Employment
Counselling; Emergency Financial; Transportation;
Information and Referral.
Details of Service: Short- and long-term counselling; transportation to
interval house.

FRONTENAC

EMERGENCY SHELTER

Kingston Interval House
Box 224
Kingston, Ontario
K7L 4V8

(613) 546-1833

Hours: 24 hours
Alternate: (613) 546-1777
Area Served: Kingston and neighbouring area
Languages: English
Clients: Women, Children
Fees: Sliding Scale
Services Provided: Transition House; Counselling for Women; Telephone Crisis Line; Employment Counselling; Public Education; Emergency Financial; Transportation; Information and Referral.
Details of Service: Accommodation, food, crisis line, follow-up and supportive counselling.

FINANCIAL SERVICES

Community and Social Services
Income Maintenance Unit
1055 Princess Street, Suite 103
Kingston, Ontario
K7L 5T3

(613) 547-3431

Hours: Monday-Friday 9:00 a.m. — 5:00 p.m.
Area Served: Frontenac County
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Ongoing Financial; Information and Referral.
Details of Service: Financial support for individuals who qualify for Family Benefits; referrals to agencies dealing specifically with battered women.

FRONTENAC

FINANCIAL

Department of Social Services
City Hall
Kingston, Ontario
K7L 2Z3

(613) 546-2695

Hours: Monday-Friday 8:30 a.m. — 4:30 p.m.
After Hours: (416) 885-8131 Emergency Calls - 24 hours
Area Served: Municipality of Kingston
Languages: English, French
Clients: Women, Children
Fees: Not Applicable
Services Provided: Emergency Shelter; Legal Services; Medical;
Emergency Financial Services; Ongoing Financial
Services; Information and Referral.

LEGAL SERVICES

Crown Attorney/Court House
Kingston, Ontario
K7L 2N4

(613) 548-6220

Title of Contact Person: Domestic Assault Co-ordinator
Hours: Monday-Friday 9:00 a.m. — 5:00 p.m.
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Legal; Information and Referral.
Details of Service: Legal advice, assistance and prosecutorial expertise to
victims of family violence; assistance in obtaining legal
aid; knowledge of local resources, social agencies and
legal aid.

FRONTENAC

LEGAL SERVICES

Queen's Law Students' Legal Aid Society
c/o Faculty of Law, Queen's University
Kingston, Ontario
K7L 3N6

(613) 547-2694

Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
Alternate:	(613) 279-2928
Area Served:	Kingston
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal Services.
Details of Service:	Assistance in prosecuting and assault charges and local clinics; call for locations, phone numbers and hours.

MEDICAL SERVICES

Kingston General Hospital
76 Stuart Street
Kingston, Ontario
K7L 2V7

(613) 548-2368

Title of Contact Person:	Emergency Department
Hours:	24 hours
Area Served:	Southeastern Ontario
Languages:	English, French, Portuguese
Clients:	Women, Men, Children
Fees:	OHIP, other provincial health plans
Services Provided:	Medical Services.
Details of Service:	Primary evaluation and care; referral and follow-up.

FRONTENAC

MEDICAL SERVICES

Sharbot Lake Family Medical Centre
Box 70
Sharbot Lake, Ontario
K0H 2P0

(613) 279-2100

Hours:	Monday-Friday 9:00 a.m. -- noon 1:30 p.m. -- 5:00 p.m.
After Hours:	(613) 279-2100 Emergency
Area Served:	North Frontenac
Languages:	English
Clients:	Women, Men, Children
Fees:	OHIP
Services Provided:	Counselling for Women, Men, Families; Medical Services; Information and Referral.
Details of Service:	Counselling; treatment of medical problems.

TELEPHONE CRISIS LINE

Community Helpline Kingston
Box 171
Kingston, Ontario
K7L 5C6

(613) 544-1234

Hours:	Monday-Friday 7:00 p.m. -- 11:00 p.m.
Area Served:	Kingston and environs
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Telephone Crisis Line; Information and Referral.

HASTINGS

COUNSELLING FOR FAMILIES

Bancroft Diagnostic and Treatment Clinic
P.O. Box 1389, Eagles Nest Plaza
Bancroft, Ontario
K0L 1C0

(613) 332-3826

Hours:	Monday-Friday 8:30 a.m. -- 4:30 p.m.
Area Served:	North Hastings
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Counselling for Women, Men, Families; Employment Counselling; Information and Referral; Psychiatric.
Details of Service:	Counselling; family therapy; stress management; relaxation training.

Counselling Services of Belleville and District
218 Front Street
Belleville, Ontario
K8N 2Z2

(613) 966-7413

Hours:	Monday-Friday 8:45 a.m. -- 4:45 p.m.
Area Served:	Hastings and Prince Edward Counties
Languages:	English
Clients:	Women, Men, Children
Fees:	Sliding Scale
Services Provided:	Counselling for Women, Men, Families; Employment Counselling; Information and Referral.
Details of Service:	Individual counselling; advocacy.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

HASTINGS

COUNSELLING FOR FAMILIES

Hastings County Children's Aid Society
P.O. Box 186, 311 Front Street
Belleville, Ontario
K8N 5A2

(613) 962-9291

Hours: Monday-Friday 8:30 a.m. -- 4:30 p.m.
After Hours: (613) 962-9291 Emergency
Area Served: Hastings County
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Counselling for Women, Men, Families; Transportation;
Information and Referral.
Details of Service: Native focus; emergency duty services; support
counselling on intake and ongoing counselling.

Trenton Assessment & Counselling Centre
19 Dundas Street East
Trenton, Ontario
K8V 1K9

(613) 392-1297

Title of Contact Person: Assistant Director
Hours: Monday-Friday 8:30 a.m. -- 4:30 p.m.
After Hours: (613) 392-1297
Area Served: Bayside; Brighton; Prince Edward County;
Campbellford; Sterling
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Counselling for Women, Men, Families; Information and
Referral.
Details of Service: Counselling; group work including assertiveness
training.

HASTINGS

COUNSELLING FOR WOMEN

Hastings and Prince Edward Counties Health Unit
208 Bridge Street East
Belleville, Ontario
K8N 1N8

(613) 966-5500

Hours:	Monday-Friday 8:30 a.m. -- 4:30 p.m.
Area Served:	Hastings and Prince Edward Counties
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Counselling for Women; Information and Referral.
Details of Service:	Responds to complaints, requests, general counselling and referrals to direct service agencies.

Maggie's - A Resource Centre for Women
Box 611
Bancroft, Ontario
K0L 1C0

(613) 332-3010

Hours:	Tuesday-Friday 10:00 a.m. -- 4:00 p.m.
After Hours:	(613) 332-3010 On request
Area Served:	45 mile radius of Bancroft
Languages:	English
Clients:	Women
Fees:	None
Services Provided:	Counselling for Women; Public Education; Transportation; Information and Referral.
Details of Service:	Provides direct service to women in crisis; serves men and children indirectly.

HASTINGS

EMERGENCY SHELTER

Three Oaks Foundation
P.O. Box 311
Foxboro, Ontario
K0K 2B0

(613) 967-1857

Hours:	24 hours
Area Served:	Hastings County
Languages:	English, French
Clients:	Women, Children
Fees:	Sliding Scale
Services Provided:	Transition House; Counselling for Women; Telephone Crisis Line; Public Education; Information and Referral.

LEGAL SERVICES

Crown Attorney/Court House
245 Pinnacle Street
Belleville, Ontario
K8N 3A9

(613) 962-0772

Title of Contact Person:	Domestic Assault Co-ordinator
Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

HASTINGS

LEGAL SERVICES

Hastings & Prince Edward Legal Services
194 Front Street
Belleville, Ontario
K8N 2Z7

(613) 966-8686

Title of Contact Person:	Executive Director
Hours:	Monday/Tuesday/Thursday/Friday 9:00 a.m. -- noon 1:00 p.m. -- 5:00 p.m. Wednesday 9:00 a.m. -- noon
After Hours:	(613) 966-8686 Answering Machine
Area Served:	Hastings and Prince Edward Counties
Languages:	English, French, Multilingual, Sign Language
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal advice and counselling.

LANARK

COUNSELLING FOR FAMILIES

Lanark Community Mental Health Program
60 Cornelia Street West
Smiths Falls, Ontario
K7A 2H9

(613) 283-2170

Hours:	Monday-Friday 8:30 a.m. -- evening
Area Served:	Lanark County
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Counselling for Women, Men, Families; Information and Referral; In-Service Training; Community Education.
Details of Service:	General assessment, counselling and group work.

EMERGENCY SHELTER

Lanark Interval House & Sexual Assault Centre
Box 107
Carleton Place, Ontario
K7C 3P3

(613) 257-5960

Hours:	24 hours
Area Served:	Counties of South Renfrew, Carleton, Leeds, Grenville, Lanark
Languages:	English, French, Multilingual
Clients:	Women, Children
Fees:	Ability to Pay
Services Provided:	Transition House; Counselling for Women; Telephone Crisis Line; Public Education; Transportation; Information and Referral.
Details of Service:	Sanctuary, support and information; 24 hour crisis line.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

LANARK

LEGAL SERVICES

Crown Attorney/Court House
43 Drummond Street East, Box 1400
Perth, Ontario
K7H 1G1

(613) 267-1900

Title of Contact Person:	Domestic Assault Co-ordinator
Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
Alternate:	(613) 267-6116
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

POLICE

Carleton Place Police Force
P.O. Box 51
Carleton Place, Ontario
K7C 3P3

(613) 257-2323

Hours:	24 hours
Area Served:	Town of Carleton
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Police

LANARK

POLICE

Perth Police Department
80 Gore Street East
Perth, Ontario
K7H 2W5

(613) 267-3131

Hours:	24 hours
Area Served:	Town of Perth
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Police; Information and Referral.

LEEDS AND GRENVILLE

COUNSELLING FOR FAMILIES

Leeds, Grenville & Lanark District Health Unit
70 Charles Street
Brockville, Ontario
K6V 2T5

(613) 345-5685

Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
Area Served:	Leeds, Grenville, Lanark
Languages:	English, French
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Counselling for Women, Families; Information and Referral.
Details of Service:	Counselling for women and families; referrals to other agencies.

EMERGENCY SHELTER

Leeds & Grenville Interval House
P.O. Box 1281
Brockville, Ontario
K6V 5W2

(613) 342-4724

Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
After Hours:	(613) 342-4724
Area Served:	All of Leeds and Grenville
Languages:	English
Clients:	Women, Children
Fees:	None
Services Provided:	Transition House; Counselling for Women; Telephone Crisis Line; Employment Counselling; Public Education; Emergency Financial; Transportation.
Details of Service:	Safe refuge; information and referral.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

LEEDS AND GRENVILLE

INFORMATION AND REFERRAL

Family Focus
32 Wall Street
Brockville, Ontario
K6V 5V8

(613) 345-3792

Hours: Monday-Friday 8:30 a.m. -- 4:30 p.m.
After Hours: (613) 342-8251 24 hours
Area Served: Leeds and Grenville
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Counselling for Women; Legal; Employment
Counselling; Public Education; Information and
Referral.

LEGAL SERVICES

Crown Attorney/Court House
West Wing, Box 277
Brockville, Ontario
K6V 5V5

(613) 342-2034

Title of Contact Person: Domestic Assault Co-ordinator
Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Legal; Information and Referral.
Details of Service: Legal advice, assistance and prosecutorial expertise to
victims of family violence; assistance in obtaining legal
aid; knowledge of local resources, social agencies and
legal aid.

LEEDS AND GRENVILLE

POLICE

Prescott Police Force
302 Centre Street, Box 149
Prescott, Ontario
K0E 1T0

(613) 925-4252

Hours:	24 hours
Area Served:	Town of Prescott
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Police; Public Education; Medical; Transportation; Information and Referral.
Details of Service:	Family crisis intervention; domestic disputes and problems.

LENNOX AND ADDINGTON

LEGAL SERVICES

Crown Attorney/Court House
41 Dundas Street West, Box 158
Napanee, Ontario
K7R 1Z5

(613) 354-2144

Title of Contact Person:	Domestic Assault Co-ordinator
Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

NORTHUMBERLAND

COUNSELLING FOR FAMILIES

Family and Children's Services

(416) 885-8131

230 Walton Street
Port Hope, Ontario
L1A 1P2

Hours: Monday-Friday 8:30 a.m. -- 5:00 p.m.
After Hours: (416) 885-8131 Emergency Calls 24 hours
Area Served: Northumberland County
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Counselling for Families; Information and Referral;
Child Welfare.
Details of Service: Primarily a child welfare agency with a focus on family
violence and its effects on children.

EMERGENCY SHELTER

Women in Crisis

(416) 372-0746

P.O. Box 935
Cobourg, Ontario
K9A 4W4

PROJECTED OPENING: 1985
Area Served: Northumberland County and surrounding area
Languages: English
Clients: Women, Children
Fees: None
Services Provided: Transition House (projected opening 1985); Telephone
Crisis Line; Public Education; Emergency Financial;
Transportation; Information and Referral.
Details of Service: Crisis line; moral and financial support; emergency
shelter projected for 1985.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

NORTHUMBERLAND

INFORMATION AND REFERRAL

Share Information Community Information Centre Inc.

(416) 372-8913

15 Chapel Street
Cobourg, Ontario
K9A 1J1

Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
After Hours:	(416) 372-8913 Answering Machine
Area Served:	Northumberland County
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Information and Referral.
Details of Service:	Information about and referral to all community services, government agencies, and organizations.

LEGAL SERVICES

Crown Attorney's Office/Victoria Hall

(416) 372-8784

55 King Street West
Cobourg, Ontario
K9A 2M2

Title of Contact Person:	Domestic Assault Co-ordinator
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

OTTAWA-CARLETON

COUNSELLING FOR FAMILIES

Catholic Family Services of Ottawa-Carleton

(613) 233-8478

200 Isabella Street, 4th Floor
Ottawa, Ontario
K1Y 3M5

Title of Contact Person:	Intake Worker
Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
After Hours:	(613) 233-8478 Answering Machine
Area Served:	Regional Municipality of Ottawa-Carleton
Languages:	English, French, Italian
Clients:	Women, Men, Children
Fees:	Sliding Scale
Services Provided:	Counselling for Women, Men, Families; Information and Referral; Program Development.
Details of Service:	Individual and family counselling; referral to other agencies.

Centretown Community Health Centre

(613) 563-4771

100 Argyle Avenue
Ottawa, Ontario
K2P 1B6

Title of Contact Person:	Personal Support Worker
Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
Area Served:	Centretown and adjacent areas
Languages:	English, French
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Counselling for Women, Men, Families; Information and Referral.
Details of Service:	Personal support counselling; information and referral services.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

OTTAWA-CARLETON

COUNSELLING FOR FAMILIES

Pinecrest-Queensway Community Centre
804 Grenon Avenue
Ottawa, Ontario
K2B 6G3

(613) 820-4922

Hours: Monday-Friday 8:50 a.m. -- 5:00 p.m.
Area Served: West End of Ottawa
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Counselling for Women, Men, Families; Employment
Counselling; Public Education; Emergency Financial;
Information and Referral.
Details of Service: Support groups for battered women; individual, family
counselling; counselling for men who batter.

Children's Aid Society of Ottawa-Carleton
1370 Bank Street
Ottawa, Ontario
K1H 7Y3

(613) 737-1834

Title of Contact Person: Intake Worker
Hours: Monday-Friday 8:30 a.m. -- 4:30 p.m. (summer)
Monday-Friday 9:00 a.m. -- 5:00 p.m. (winter)
After Hours: (613) 737-1834 Answering Machine
Area Served: Regional Municipality of Ottawa-Carleton
Languages: English, French, Multilingual
Clients: Women, Men, Children
Fees: None
Services Provided: Counselling for Families; Emergency Financial;
Transportation; Information and Referral.
Details of Service: Casework counselling, referral and group programs;
services to battered women ONLY as part of families
involving children under 16 years.

OTTAWA-CARLETON

COUNSELLING FOR MEN

"Options"

20B Benlea Drive
Nepean, Ontario
K2G 4A8

Clients: Men
Services Provided: Self-help group for men who batter. Contact to be made in writing only.

Pinecrest/Queensway Community Centre

804 Grenon Avenue
Ottawa, Ontario
K2B 6G3

Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
Languages: English
Clients: Men
Fees: None
Services Provided: Counselling for Men who Batter.

EMERGENCY SHELTER

Interval House - Ottawa-Carleton
c/o 755 Somerset Street West, 2nd Floor
Ottawa, Ontario
K1R 6R1

(613) 234-5181

Hours: 24 hours
Area Served: Ottawa-Carleton
Languages: English, French
Clients: Women, Children
Fees: Ability to pay
Services Provided: Transition House; Counselling for Women, Families; Telephone Crisis Line; Public Education; Transportation; Information and Referral.
Details of Service: Individual counselling for women and children; advocacy; childcare; fund-raising; collective arrangement.

OTTAWA-CARLETON

EMERGENCY SHELTER

Maison d'Amitie/Amity House
P.O. Box 122, Station "A"
Ottawa, Ontario
K1N 8V1

(613) 234-7204

Hours:	24 hours
Area Served:	Ottawa-Carleton
Languages:	English, French
Clients:	Women, Children
Fees:	Ability to Pay
Services Provided:	Transition House; Counselling for Women, Families; Telephone Crisis Line; Public Education; Information and Referral.
Details of Service:	Individual and group counselling for women and children.

OTTAWA-CARLETON

FINANCIAL SERVICES

Social Services - Regional Municipality of Ottawa-Carleton

1355 Bank Street, #701 (South District)
Ottawa, Ontario
K1H 8K7 (613) 523-1879

389 Somerset Street West (Central District)
Ottawa, Ontario
K1N 6V9 (613) 523-2160

556 Montreal Road (North District)
Ottawa, Ontario
K1K 0T8 (613) 748-1170

495 Richmond Road (West District)
Ottawa, Ontario
K2A 0G3 (613) 728-2135

Hours: Monday-Friday 8:30 a.m. -- 4:30 p.m.
After Hours: (613) 725-3311 24 hours
Area Served: Regional Municipality of Ottawa-Carleton
Languages: English, French, Chinese, Vietnamese
Clients: Women, Men, Children
Fees: Not Applicable
Services Provided: Emergency Shelter; Counselling for Women, Men,
Families; Telephone Crisis Line; Emergency/Ongoing
Financial; Information and Referral.
Details of Service: Financial assistance, personal support services,
emergency shelter through purchase of service
agreements.

OTTAWA-CARLETON

INFORMATION AND REFERRAL

Community Information Centre of Ottawa-Carleton
18 Byward Market - 3rd Floor
Ottawa, Ontario
K1N 7A1

(613) 238-2101

Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
After Hours:	(613) 238-2101 Answering Machine
Area Served:	Regional Municipality of Ottawa-Carleton
Languages:	English, French
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Information and Referral.
Details of Service:	Bilingual information and referral re range of community and social services.

LEGAL SERVICES

Community Legal Services
71 Daly Avenue
Ottawa, Ontario
K1N 6E3

(613) 238-7008

Title of Contact Person:	Co-ordinator
Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
Area Served:	Ottawa-Carleton
Languages:	English, French
Clients:	Women, Men, Children
Fees:	Free, pay for court costs, medical reports, if possible.
Services Provided:	Legal Services; Public Education; Information and Referral; Law Reform.
Details of Service:	Legal advice, representation; education programs and materials; referral.

OTTAWA-CARLETON

LEGAL SERVICES

Crown Attorney/Court House
2 Daly Avenue
Ottawa, Ontario
K1N 6E2

(613) 566-3875

Title of Contact Person:	Domestic Assault Co-ordinator
Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

West End Legal Services of Ottawa
2835 DuMaurier Avenue
Ottawa, Ontario
K2B 7W3

(613) 596-1641

Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
After Hours:	(613) 596-1641 Answering Machine
Area Served:	Ottawa residents west of Fisher Avenue
Languages:	English, French
Clients:	Women, Men, Children
Fees:	Not Applicable
Services Provided:	Legal Services; Counselling for Women; Information and Referral.

OTTAWA-CARLETON

MEDICAL SERVICES

Sandy Hill Health Centre
250 Somerset Street East
Ottawa, Ontario
K1N 6V6

(613) 232-2613

Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
Monday and Wednesday 5:00 p.m. -- 8:00 p.m.

After Hours: (613) 232-7154

Area Served: Ottawa East and Sandy Hill

Languages: English, French

Clients: Women, Men, Children

Fees: None

Services Provided: Counselling for Women; Employment Counselling;
Medical Services; Information and Referral.

Details of Service: Medical services for clients of centre and counselling.

POLICE

Ottawa Police Force Victim Service Unit
474 Elgin Street
Ottawa, Ontario
K2P 2J6

(613) 236-0311

Hours: 8:00 a.m. -- 5:00 p.m.

After Hours: (613) 236-0311 24 hours ext. 545

Area Served: City of Ottawa

Languages: English, French

Clients: Women, Men, Children

Fees: None

Services Provided: Counselling for Women, Men, Families; Police; Public
Education; Transportation; Information and Referral.

Details of Service: Referrals for counselling, legal aid, housing, welfare
assistance; emergency shelter; crisis intervention
counselling; self-help groups for women and n.en.

OTTAWA-CARLETON

TELEPHONE CRISIS LINE

Ottawa Distress Centre
P.O. Box 739, Station "B"
Ottawa, Ontario
K1P 5P8

(613) 238-3311

Hours:	24 hours
Area Served:	Ottawa-Carleton Region and surrounding area
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Telephone Crisis Line; Information and Referral.
Details of Service:	Crisis intervention; befriending counselling and referral.

PETERBOROUGH

COUNSELLING FOR FAMILIES

Peterborough County - City Health Unit
835 Weller Street
Peterborough, Ontario
K9J 4Y1

(705) 743-1160

Title of Contact Person: Public Health Nurse
Hours: Monday-Friday 8:30 a.m. — 4:30 p.m.
Area Served: Peterborough County
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Counselling for Women, Families; Public Education; Information and Referral; Support to Child in School; Parenting Classes.
Details of Service: Liaison with Transition homes; child advocacy and counselling; home visiting.

EMERGENCY SHELTER

Peterborough YWCA - Crossroads I & II
216 Simcoe Street
Peterborough, Ontario
K9H 2H7

(705) 743-4135

Hours: 24 hours
Area Served: North-Bancroft; West-Lindsay; East-Kingston; South-Toronto
Languages: English
Clients: I-Women, Children; II-Women
Fees: Sliding Scale
Services Provided: Transition House; Counselling for Women, Families; Telephone Crisis Line; Employment Counselling; Public Education; Transportation; Information and Referral; Support Services for Ex-Residents; Native Focus.
Details of Service: Shelter for women; self-help group for abused women; court support workers; childcare workers.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

PETERBOROUGH

INFORMATION AND REFERRAL

Peterborough Information Centre & Volunteer Bureau
281 King Street
Peterborough, Ontario
K9J 2S4

(705) 743-2523

Hours:	Monday-Friday 9:00 a.m. -- 4:30 p.m.
Area Served:	Peterborough County and City
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Information and Referral.

LEGAL SERVICES

Crown Attorney/Court House
70 Simcoe Street
Peterborough, Ontario
K9H 7G9

(705) 876-1022

Title of Contact Person:	Domestic Assault Co-ordinator
Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

PETERBOROUGH

POLICE

Lakefield Police Department
P.O. Box 96
Lakefield, Ontario
K0L 2H0

(705) 652-8032

Hours:	24 hours
Area Served:	Village of Lakefield
Languages:	English
Clients:	Women, Men, Children
Fees:	Not Applicable
Services Provided:	Police.

TELEPHONE CRISIS LINE

Telecare Peterborough
P.O. Box 1535
Peterborough, Ontario
K9H 7H7

(705) 743-9144

Hours:	24 hours
Area Served:	Peterborough
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Telephone Crisis Line; Information and Referral.
Details of Service:	Confidential listening and support.

PRESCOTT-RUSSELL

EMERGENCY SHELTER

Maison Interlude House Inc.
134 Main Street East
Hawkesbury, Ontario
K6A 1A3

(613) 632-1131

Hours:	24 hours
Alternate:	1-800-267-4101
Area Served:	Prescott-Russell (outside Ottawa to Montreal border)
Languages:	English, French
Clients:	Women, Children
Fees:	Ability to Pay
Services Provided:	Transition House; Counselling for Women; Telephone Crisis Line; Employment Counselling; Public Education; Emergency Financial; Transportation; Information and Referral; Volunteer Support Group; Public Relations with Other Services.
Details of Service:	Intake and screening; crisis; lay and peer and traditional counselling; follow-up; newsletter.

INFORMATION AND REFERRAL

Children's Aid Society of Prescott & Russell
P.O. Box 248
Plantagenet, Ontario
K0B 1L0

(613) 673-5148

Hours:	Monday-Friday 8:30 a.m. -- 4:30 p.m.
After Hours:	(613) 236-6962
Area Served:	Prescott & Russell
Languages:	English, French
Clients:	Children
Fees:	None
Services Provided:	Counselling for Families; Telephone Crisis Line; Information and Referral.
Details of Service:	Services are provided to battered women when and if children are affected.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

PRESCOTT-RUSSELL

LEGAL SERVICES

Crown Attorney/Court House
Box 299
L'Orignal, Ontario
K0B 1K0

(613) 675-4460

Title of Contact Person: Domestic Assault Co-ordinator
Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Legal; Information and Referral.
Details of Service: Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

POLICE

Hawkesbury Police Force
610 Rue Higginson Street
Hawkesbury, Ontario
K6A 1H1

(613) 632-7035

Hours: 24 hours
Area Served: Town of Hawkesbury
Languages: English, French
Clients: Women, Children
Fees: None
Services Provided: Police; Telephone Crisis Line; Public Education; Transportation; Information and Referral.

PRINCE EDWARD

COUNSELLING FOR FAMILIES

Family Treatment Unit/Children's Aid Society

(613) 476-3698

6 Ross Street, P.O. Box 1510
Picton, Ontario
K0K 2T0

Hours:	Monday-Friday 9:00 a.m. -- 4:30 p.m.
Alternate:	1-800-267-0971 24 hours
Area Served:	Prince Edward County
Languages:	English
Clients:	Women, Men, Children
Fees:	Sliding Scale
Services Provided:	Counselling for Women, Men, Families; Information and Referral.
Details of Service:	Individual and family therapy; divorce mediation.

LEGAL SERVICES

Crown Attorney/Court House

(613) 476-6267

Armoury Mall, Box 720
Picton, Ontario
K0K 2T0

Title of Contact Person:	Domestic Assault Co-ordinator
Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

PRINCE EDWARD

POLICE

Ontario Provincial Police
Box 1490
Picton, Ontario
K0K 2T0

(613) 476-2151

Hours:	Monday-Friday 7:00 a.m. -- 6:00 p.m.
After Hours:	ZENITH NO. 50000
Area Served:	Prince Edward County except Picton
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Police.

RENFREW

COUNSELLING FOR FAMILIES

North Renfrew Family Services
Health Centre, Banting Drive
Deep River, Ontario
K0J 1P0

(613) 584-3031

Title of Contact Person: Executive Director
Hours: Monday-Friday 9:00 a.m. — 5:00 p.m.
Area Served: North Renfrew
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Counselling for Women, Men, Families; Employment
Counselling; Emergency Financial; Transportation;
Information and Referral.
Details of Service: Counselling, advocacy and referral.

Pembroke General Hospital
Social Work Department
705 Mackay Street
Pembroke, Ontario
K8A 1G8

(613) 732-2811

Title of Contact Person: Extension 257
Hours: Monday-Friday 9:00 a.m. — 5:00 p.m.
Area Served: Renfrew and Frontenac Counties; District of Nipissing
Languages: English
Clients: Women, Men, Children
Fees: OHIP
Services Provided: Counselling for Women, Men, Families; Employment
Counselling; Information and Referral.
Details of Service: Support, counselling, advocacy, in-patient facilities.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

RENFREW

COUNSELLING FOR MEN

Men's Project
Box 57
Eganville, Ontario
K0J 1T0

(613) 628-2523

Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
Languages: English
Clients: Men
Services Provided: Counselling for Men.
Details of Service: Self-help group for men who batter; intermittent ten-week sessions; voluntary and court referrals.

EMERGENCY SHELTER

Avoca Foundation/Avoca Interval House
P.O. Box 338
Eganville, Ontario
K0J 1T0

(613) 628-2154

Hours: 24 hours
Alternates: (613) 628-2522
Area Served: Renfrew County
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Transition House; Counselling for Women, Men, Families; Telephone Crisis Line; Employment Counselling; Public Education; Transportation; Information and Referral; Mom and Tot Weekly Group; Community Outreach.
Details of Service: Security; shelter; food; programs include community outreach; committee for abused women; newspaper column; follow-up.

RENFREW

EMERGENCY SHELTER

Bernadette McCann House for Women, Inc.
P.O. Box 244
Pembroke, Ontario
K8A 6X3

(613) 732-3131

Hours:	24 hours
Area Served:	Renfrew County
Languages:	English, French
Clients:	Women, Children
Fees:	Ability to Pay
Services Provided:	Transition House; Counselling for Women, Families; Telephone Crisis Line; Employment Counselling; Public Education; Transportation; Information and Referral.
Details of Service:	Counselling; referral; legal advocacy; community services.

LEGAL SERVICES

Crown Attorney/Court House
220 Pembroke Street East, Box 215
Pembroke, Ontario
K8A 6X3

(613) 732-2261

Title of Contact Person:	Domestic Assault Co-ordinator
Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

RENFREW

POLICE

Deep River Police Department
Box 400
Deep River, Ontario
K0J 1P0

(613) 584-3500

Hours:	24 hours
Area Served:	Town of Deep River
Languages:	English, French, Multilingual
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Police; Transportation; Information and Referral.

STORMONT, DUNDAS, GLENGARRY

COUNSELLING FOR FAMILIES

Family Counselling Centre - Cornwall and Counties
P.O. Box 305, 103 Pitt Street
Cornwall, Ontario
K6H 5T1

(613) 932-4610

Hours: Monday-Wednesday/Friday 9:00 a.m. -- 5:00 p.m.
Thursday 1:00 p.m. -- 9:00 p.m.

Area Served: Stormont, Glengarry and Dundas Counties

Languages: English, French

Clients: Women, Men, Children

Fees: \$15. per interview

Services Provided: Counselling for Women, Men, Families; Employment
Counselling; Information and Referral.

Details of Service: Direct counselling with clients and their families;
marital, separation, divorce and conciliation, individual
counselling.

EMERGENCY SHELTER

Maison Baldwin House
102 Baldwin Avenue
Cornwall, Ontario
K6H 4J2

(613) 938-2958

Hours: 24 hours

Area Served: Stormont and Dundas Counties

Languages: English, French

Clients: Women, Children

Fees: Sliding Scale

Services Provided: Transition House; Counselling for Women, Men,
Families; Telephone Crisis Line; Employment
Counselling; Public Education; Transportation;
Emergency Financial; Information and Referral;
Follow-up; Child Care.

Details of Service: Temporary shelter and food; informal counselling;
support and encouragement; follow-up.

Important: Please refer to your local telephone directory for emergency services if
they are not listed in the Compendium; e.g. hospitals, police, social services
(welfare).

STORMONT, DUNDAS, GLENGARRY

FINANCIAL SERVICES

Social Services Department
20 Pitt Street
Cornwall, Ontario
K6J 3P2

(613) 933-7909

Title of Contact Person: Director
Hours: Monday-Friday 9:00 a.m. — 5:00 p.m.
After Hours: (613) 938-2958 Emergency
Area Served: Stormont, Dundas, Glengarry excluding Cornwall City
Languages: English, French
Clients: Women, Children
Fees: Variable, depending on service
Services Provided: Emergency Shelter; Counselling for Women, Men, Families; Employment Counselling; Public Education; Emergency and Ongoing Financial.
Details of Service: Purchase of service agreement with Baldwin House plus backup service.

INFORMATION AND REFERRAL

Children's Aid Society - Cornwall
P.O. Box 983
Cornwall, Ontario
K6H 5V1

(613) 933-2292

Hours: Monday-Friday 9:00 a.m. -- 4:30 p.m.
After Hours: (613) 933-2294
Area Served: Stormont, Dundas and Glengarry Counties
Languages: English, French
Clients: Women, Men, Children
Fees: None
Services Provided: Counselling for Women, Men, Families; Information and Referral; Emergency Shelter when available.
Details of Service: Native focus; involved with group of agencies concerned with issue.

STORMONT, DUNDAS, GLENGARRY

LEGAL SERVICES

Crown Attorney/Court House
26 Pitt Street
Cornwall, Ontario
K6J 3T2

(613) 932-5903

Title of Contact Person: Domestic Assault Co-ordinator
Hours: Monday-Friday 9:00 a.m. — 5:00 p.m.
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Legal; Information and Referral.
Details of Service: Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

POLICE

Cornwall Police Force
340 Pitt Street, P.O. Box 875
Cornwall, Ontario
K6H 5T7

(613) 932-2110

Contact: Extension 253
Hours: Monday-Friday 8:00 a.m. — 4:30 p.m.
Area Served: Cornwall-Eastern Ontario
Languages: English, French
Clients: Women, Men, Children
Fees: None
Services Provided: Police; Information and Referral.

VICTORIA

INFORMATION AND REFERRAL

Brock Information Centre
Box 131
Cannington, Ontario
L0E 1E0

(705) 432-2636

Title of Contact Person:	Co-ordinator
Hours:	Monday-Friday noon — 5:00 p.m. Saturday 10:00 a.m. — 3:00 p.m.
After Hours:	(705) 432-2636
Area Served:	Brock Township
Languages:	English, German
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Information and Referral.
Details of Service:	Referral agency; provides information of all types.

LEGAL SERVICES

Crown Attorney/Court House
26 Peel Street, Box 672
Lindsay, Ontario
K9V 4W9

(705) 324-3440

Title of Contact Person:	Domestic Assault Co-ordinator
Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

VICTORIA

POLICE

Lindsay Police Force
6 Victoria Avenue North
Lindsay, Ontario
K9V 4E5

(705) 324-5252

Hours:	Monday-Friday 8:00 a.m. -- 4:00 p.m.
After Hours:	(705) 324-2121
Area Served:	Town of Lindsay
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Police; Information and Referral.
Details of Service:	Defusing the situation, removal to other accommodation; referral to social services; laying of charges.

TELEPHONE CRISIS LINE

Lifeline Telecare Lindsay, Inc.
P.O. Box 281
Lindsay, Ontario
K9V 4S1

(705) 324-4411

Hours:	Monday-Thursday 9:00 a.m. -- 10:00 p.m. Friday 9:00 a.m. -- 2:00 p.m. Saturday 10:00 a.m. -- 2:00 p.m.
Area Served:	Lindsay and surrounding area
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Telephone Crisis Line; Information and Referral.



Southwest Region — Area 4



BRANT

COUNSELLING FOR FAMILIES

Family Service Bureau of Brantford
P.O. Box 381, 35 Wellington Street
Brantford, Ontario
N3T 5N3

(519) 753-4173

Hours: Monday-Friday 8:30 a.m. -- 5:00 p.m.
Tuesday and Wednesday 5:00 p.m. -- 8:00 p.m.

After Hours: (519) 753-4173

Area Served: Brantford and Brant County

Languages: English, Polish, Italian

Clients: Women, Men, Children

Fees: None. Contributions accepted

Services Provided: Counselling for Women, Men, Families; Emergency and Ongoing Financial Services.

Details of Service: Individual, marital and family counselling; women's groups.

COUNSELLING FOR WOMEN

Brant County Health Unit
194 Terrace Hill Street
Brantford, Ontario
N3R 1G7

(519) 753-7377

Title of Contact Person: Nursing Department

Hours: Monday-Friday 8:30 a.m. -- 5:00 p.m.

Area Served: Brant County

Languages: English, Multilingual

Clients: Women, Men, Children

Fees: None

Services Provided: Counselling for Women; Transportation; Information and Referral.

Details of Service: Home visiting; counselling to sexually abused 16-19 year old girls.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

BRANT

EMERGENCY SHELTER

Nova Vita Women's Shelter
P.O. Box 1784
Brantford, Ontario
N3T 5W4

(519) 752-4357

Hours: 24 hours (dial 752-HELP)
Area Served: Brantford, Brant County, surrounding area
Languages: English, French, Multilingual
Clients: Women, Men, Children
Fees: Sliding Scale
Services Provided: Transition House; Counselling for Women, Men, Families; Telephone Crisis Line; Public Education; Medical; Emergency Financial; Transportation; Information and Referral.
Details of Service: Room, board, clothing; individual and group counselling for men, women and families.

INFORMATION AND REFERRAL

Information Paris
63 Grand River Street North
Paris, Ontario
N3L 2M3

(519) 442-4343

Title of Contact Person: Co-ordinator
Hours: Monday-Friday 9:30 a.m. -- 4:30 p.m.
Area Served: Brant County, South Dumfries
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Information and Referral.

BRANT

LEGAL SERVICES

Crown Attorney/Court House
80 Wellington Street
Brantford, Ontario
N3T 2L9

(519) 752-3704

Title of Contact Person:	Domestic Assault Co-ordinator
Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

BRUCE

EMERGENCY SHELTER

Women's House of Bruce County
c/o Ken Goldspink, President
P.O. Box 1419
Kincardine, Ontario
N0G 2G0

(519) 396-3787

Hours:	24 hours
Area Served:	Southern Bruce and Grey and Northern Huron Counties
Languages:	English
Clients:	Women, Children
Fees:	Ability to pay; subsidy available
Services Provided:	Family Resource Centre; Counselling for Women; Telephone Crisis Line; Public Education; Transportation; Information and Referral.

LEGAL SERVICES

Crown Attorney/Court House
Box 460
Walkerton, Ontario
N0G 2V0

(519) 881-0432

Title of Contact Person:	Domestic Assault Co-ordinator
Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

BRUCE

POLICE

Warton Police Department
P.O. Box 448
Warton, Ontario
N0H 2T0

(519) 534-1881

Hours:	24 hours
Alternate:	(519) 534-1411 (Emergency)
Area Served:	Town of Warton only
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Police; Transportation; Information and Referral.

ELGIN

COUNSELLING FOR FAMILIES

Elgin-St. Thomas Health Unit
2 Wood Street
St. Thomas, Ontario
N5R 4K9

(519) 631-9900

Hours:	Monday-Friday 8:30 a.m. -- 4:30 p.m.
Area Served:	Elgin County
Languages:	English, German, Portuguese
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Counselling for Women, Men, Families.
Details of Service:	Counselling, planning and organization; serves German-speaking Mennonites and Portuguese.

Family & Children's Services of St. Thomas/Elgin
27 Southwick Street
St. Thomas, Ontario
N5R 3R7

(519) 631-1492

Hours:	Monday-Friday 8:30 a.m. -- 4:30 p.m.
After Hours:	(519) 631-1492 Answering Service
Area Served:	Elgin County
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Counselling for Women, Men, Families; Telephone Crisis Line; Emergency Financial; Transportation; Information and Referral.
Details of Service:	Supportive counselling and emergency care of children.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

ELGIN

EMERGENCY SHELTER

YWCA - Women's Place
16 Mary Street
St. Thomas, Ontario
N5P 2S3

(519) 633-0155

Hours:	24 hours
Area Served:	Elgin County
Languages:	English
Clients:	Women, Children
Fees:	Negotiable for Housing
Services Provided:	Transition House; Counselling for Women; Telephone Crisis Line; Public Education; Information and Referral.

LEGAL SERVICES

Crown Attorney's Office/Justice Building
30 St. Catherine Street
St. Thomas, Ontario
N5P 3T9

(519) 631-1506

Title of Contact Person:	Domestic Assault Co-ordinator
Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

ELGIN

POLICE

Aylmer Police Force
25 Centre Street
Aylmer, Ontario
N5H 2Z4

(519) 773-3144

Hours:	24 hours
Area Served:	Town of Aylmer
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Police.

ESSEX

COUNSELLING FOR FAMILIES

Catholic Family Services
677 Victoria Avenue
Windsor, Ontario
N9A 4N3

(519) 254-5164

Title of Contact Person:	Executive Director
Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
Area Served:	Windsor and Essex County
Languages:	English
Clients:	Women, Men, Children
Fees:	Slide Scale
Services Provided:	Counselling for Women, Men, Families; Information and Referral.
Details of Service:	Individual, family, marital and group counselling.

Children's Aid Society - County of Essex
690 Cataragui Street
Windsor, Ontario
N9A 3P1

(519) 252-1171

Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
After Hours:	(519) 252-1171
Area Served:	Essex
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Counselling for Women, Men, Families; Telephone Crisis Line; Information and Referral.
Details of Service:	Assistance with counselling; supportive services.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

ESSEX

COUNSELLING FOR MEN

Hiatus House/Fresh Start Program
1170 Pelissier Street
Windsor, Ontario
N9A 4N1

(519) 252-4409

Hours:	24 hours
Area Served:	Windsor and Essex County
Languages:	English
Clients:	Women, Men
Fees:	None
Services Provided:	Counselling for Men, Families; Telephone Crisis Line; Public Education; Information and Referral; Assessment.
Details of Service:	Group therapy program for men who batter through Fresh Start Program.

EMERGENCY SHELTER

Hiatus House Inc.
694 Victoria Avenue
Windsor, Ontario
N9A 4N3

(519) 252-7781

Hours:	24 hours
Area Served:	Windsor and Essex County
Languages:	English, Italian, Multilingual
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Transition House; Counselling for Women, Men, Families; Legal; Telephone Crisis Line; Public Education; Transportation; Information and Referral; Counselling for Children.
Details of Service:	Residential shelter; professional counselling child care program; Fresh Start Program, couples counselling.

ESSEX

INFORMATION AND REFERRAL

South Sussex Community Council
18 Selkirk Avenue
Leamington, Ontario
N8H 1G3

(519) 326-8620

Title of Contact Person:	Executive Director
Hours:	9:00 a.m. — 5:00 p.m.
Alternate:	(519) 326-8629
Area Served:	South Essex, Leamington, Wheatley, Gosfield South Township
Languages:	English, Multilingual
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Counselling for Women, Men, Families; Legal; Information and Referral.
Details of Service:	Community information centre. Ethnic focus.

Community Information Centre
783 Wyandotte Street East
Windsor, Ontario
N9A 3J5

(519) 253-6351

Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
After Hours:	(519) 973-4966 Distress Line
Area Served:	Windsor and Essex County
Languages:	English, Chinese
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Telephone Crisis Line; Information and Referral.
Details of Service:	Technical Device for Deaf (TDD) available.

ESSEX

LEGAL SERVICES

Crown Attorney's Office/Westcourt Place
Suite 610, 251 Goyeau Street
Windsor, Ontario
N9A 6V2

(519) 253-1104

Title of Contact Person: Domestic Assault Co-ordinator
Hours: Monday-Friday 9:00 a.m. — 5:00 p.m.
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Legal; Information and Referral.
Details of Service: Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

Legal Assistance of Windsor
85 Pitt Street East
Windsor, Ontario
N9A 2V3

(519) 256-7831

Title of Contact Person: Director
Hours: Monday-Friday 8:30 a.m. — 4:30 p.m.
Tuesday and Thursday 7:00 p.m. — 9:00 p.m.
Saturday 10:00 a.m. — 1:00 p.m.
After Hours: (519) 256-7831
Area Served: County of Essex
Languages: English, French, Multilingual
Clients: Women, Men, Children
Fees: Ability to Pay
Services Provided: Counselling for Women and Families; Legal; Employment Counselling; Public Education; Information and Referral.
Details of Service: Assistance in obtaining peace bond or arrangements for further legal action through Legal Aid Plan; makes immediate referral to Hiatus House for shelter and emergency service.

ESSEX

POLICE

Domestic Violence Unit/Windsor Police Headquarters
445 City Hall Square
Windsor, Ontario
N9A 6J5

(519) 255-9617

Hours:	Monday-Friday 8:30 a.m. -- 4:30 p.m.
After Hours:	(519) 255-9617 Answering Machine
Area Served:	Windsor
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Police; Information and Referral.
Details of Service:	Laying of charges; referrals to other community services.

TELEPHONE CRISIS LINE

Distress Line Windsor
783 Wyandotte Street East
Windsor, Ontario
N9A 3J5

(519) 973-4966

Hours:	7 days 5:00 p.m. -- 9:00 a.m.
Area Served:	Windsor and Essex County
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Telephone Crisis Line; Information and Referral.
Details of Service:	Technical Device for Deaf (TDD) available.

ESSEX

TELEPHONE CRISIS LINE

Sexual Assault Crisis Centre
14 Hanna Street East
Windsor, Ontario
N8X 2M8

(519) 253-3100

Title of Contact Person:	Executive/Assistant Director
Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
Alternate:	(519) 253-9970
After Hours:	(519) 253-9667 24 hours
Area Served:	Essex and Kent Counties
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Counselling for Women, Men, Families; Telephone Crisis Line; Information and Referral.
Details of Service:	Crisis intervention, support and information to victims of rape, attempted rape, indecent assault, incest and sexual harassment.

GREY

COUNSELLING FOR FAMILIES

Grey-Owen Sound Health Unit
920-1st Avenue West
Owen Sound, Ontario
N4K 4K5

(519) 376-9420

Title of Contact Person: Director of Nursing
Hours: Monday-Friday 8:30 a.m. — 4:30 p.m.
Area Served: Grey County and Owen Sound
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Counselling for Women, Families; Information and Referral.
Details of Service: Family-centred counselling and health unit.

EMERGENCY SHELTER

Women's Centre (Grey/Bruce) Inc.
P.O. Box 905
Owen Sound, Ontario
N4K 6H6

(519) 371-1600

Hours: 24 hours
Area Served: Grey and Bruce Counties
Languages: English
Clients: Women, Children
Fees: \$40/week for shelter if not eligible for GWA
Services Provided: Transition House; Counselling for Women, Families; Telephone Crisis Line; Employment Counselling; Public Education; Transportation; Information and Referral.
Details of Service: Residence, counselling, parenting skills, crisis telephone, budget planning.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

GREY

LEGAL SERVICES

Crown Attorney/Court House
595 Ninth Avenue East
Owen Sound, Ontario
N4K 3E3

(519) 376-3199

Title of Contact Person:	Domestic Assault Co-ordinator
Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

POLICE

Owen Sound Police Force
1235 3rd Avenue East
Owen Sound, Ontario
N4K 6K6

(519) 376-1234

Hours:	24 hours
Area Served:	City of Owen Sound
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Police; Telephone Crisis Line; Transportation.
Details of Service:	Transportation, shelter and counselling.

HALDIMAND-NORFOLK

COUNSELLING FOR FAMILIES

Family & Children's Services of Norfolk
P.O. Box 601
Simcoe, Ontario
N3Y 4M1

(519) 426-4290

Title of Contact Person:	Intake Department
Hours:	Monday-Friday 8:30 a.m. -- 4:30 p.m.
After Hours:	(519) 426-4290
Area Served:	Norfolk County
Languages:	English
Clients:	Women, Men, Children
Fees:	Not Applicable
Services Provided:	Counselling for Women, Men, Families; Telephone Crisis Line; Emergency Financial; Transportation; Information and Referral.
Details of Service:	Counselling, court support and child protection.

INFORMATION AND REFERRAL

Haldimand-Norfolk Region Health Department
365 West Street, Box 247
Simcoe, Ontario
N3Y 4L1

(519) 426-6170

Hours:	Monday-Friday 8:30 a.m. -- 4:30 p.m.
Area Served:	Haldimand-Norfolk Region
Languages:	English, French
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Counselling for Women, Men, Families; Information and Referral.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

HALDIMAND-NORFOLK

LEGAL SERVICES

Crown Attorney's Office/Justice Building
No. 3 Highway West, Box 605
Simcoe, Ontario
N3Y 4N4

(519) 426-5920

Title of Contact Person:	Domestic Assault Co-ordinator
Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

Crown Attorney/Court House
Munsee Street
Cayuga, Ontario
N0A 1E0

(519) 772-5043

Title of Contact Person:	Domestic Assault Co-ordinator
Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Police; Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

HAMILTON-WENTWORTH

COUNSELLING FOR FAMILIES

Catholic Social Services of Hamilton and District
82 Stinson Street
Hamilton, Ontario
L8N 1S2

(416) 527-3823

Title of Contact Person: Team Leader
Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
Tuesday 9:00 a.m. -- 9:00 p.m.
After Hours: (416) 527-3823
Area Served: Hamilton and District
Languages: English
Clients: Women, Men, Children
Fees: Ability to Pay
Services Provided: Counselling for Women, Men, Families; Information and Referral; Budget Counselling.
Details of Service: Individual counselling, program development.

Family Services of Hamilton-Wentworth
350 King Street East, Suite 201
Hamilton, Ontario
L8N 3Y3

(416) 523-5640

Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
Tuesday-Wednesday 5:00 p.m. -- 9:00 p.m.
After Hours: (416) 523-5640
Area Served: Hamilton-Wentworth
Languages: English
Clients: Women, Men, Children
Fees: Sliding Scale
Services Provided: Counselling for Women, Men, Families; Information and Referral; Credit Counselling.
Details of Service: Individual, family counselling; Family Life and Family Worker Program.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

HAMILTON-WENTWORTH

COUNSELLING FOR FAMILIES

Hamilton-Wentworth Department of Health Services
74 Hughson Street South
Hamilton, Ontario
L8N 2A8

(416) 528-1441

Title of Contact Person:	Any Supervisor
Hours:	Monday-Friday 8:30 a.m. — 4:30 p.m. Saturday-Sunday 0830-1630h
After Hours:	(416) 528-1441
Area Served:	Hamilton-Wentworth
Languages:	English, French, Italian
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Counselling for Women, Men, Families; Information and Referral.
Details of Service:	Home visits, visits in hospital; counselling by public health nurses.

HAMILTON-WENTWORTH

EMERGENCY SHELTER

Good Shepherd Women's Centre - Martha House
20 Emerald Street South
Hamilton, Ontario
L8N 2V2

(416) 523-8895

Hours:	24 hours
Area Served:	Unrestricted
Languages:	English, Spanish
Clients:	Women
Fees:	None
Services Provided:	Multi-purpose Shelter; Counselling for Women; Telephone Crisis Line; Transportation; Information and Referral; Clothing.
Details of Service:	Individual counselling and follow-up.

Hamilton Native Women's Centre
47 East Avenue North
Hamilton, Ontario
L8L 5H4

(416) 522-1501

Hours:	24 hours
Area Served:	Unrestricted
Languages:	English, Cree, Cayuga
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Multi-purpose Shelter; Counselling for Women, Men, Families; Telephone Crisis Line; Employment Counselling; Public Education; Medical; Emergency Financial; Transportation; Information and Referral; Clothing; Outreach/follow up.
Details of Service:	Individual and group counselling for families.

HAMILTON-WENTWORTH

EMERGENCY SHELTER

Hope Haven Homes for Family Abuse

(416) 547-1815

984 Montclair Avenue
Hamilton, Ontario
L8M 2E6

Hours:	24 hours
Area Served:	Hamilton-Wentworth and outlying districts
Languages:	English, Multilingual
Clients:	Women, Men, Children
Fees:	No income - no fees
Services Provided:	Multi-purpose Shelter; Counselling for Women, Men, Families; Telephone Crisis Line; Employment Counselling; Medical; Emergency Financial; Transportation; Information and Referral.
Details of Service:	Non-denominational services for entire family unit where abuse is concerned, specializing in misuse of alcohol in the home.

Inasmuch House/Mission Services of Hamilton

(416) 529-8149

P.O. Box 368
Hamilton, Ontario
L8N 3C8

Hours:	24 hours
Area Served:	Hamilton
Languages:	English
Clients:	Women, Children
Fees:	None
Services Provided:	Multi-purpose Shelter; Counselling for Women; Telephone Crisis Line; Public Education; Information and Referral; Maternal Assistance.
Details of Service:	Care for victims of domestic violence; teenage girls in crisis and women needing temporary shelter.

HAMILTON-WENTWORTH

EMERGENCY SHELTER

Interval House for Hamilton-Wentworth

(416) 522-9098

P.O. Box 841, Station "A"
Hamilton, Ontario
L8N 3N9

Hours: Monday-Friday 9:00 a.m. -- 4:00 p.m.
PROJECTED OPENING: 1985
Clients: Women, Children
Services Provided: Transition House scheduled to open in 1985.

St. Simeon House for Women

(416) 522-0405

278 Robert Street
Hamilton, Ontario
L8L 2R4

Hours: 24 hours
Area Served: Central Hamilton
Languages: English
Clients: Women
Fees: Ability to Pay
Services Provided: Multi-purpose Shelter; Counselling for Women;
Telephone Crisis Line; Public Education; Emergency
Financial; Transportation; Information and Referral.
Details of Service: Shelter for women who are in crisis for a range of
problems including alcohol, drugs, psychological abuse.

HAMILTON-WENTWORTH

EMERGENCY SHELTER

Elizabeth Fry Society - Hamilton Branch
50 East Avenue North
Hamilton, Ontario
L8L 7Z7

(416) 522-3343

Hours:	24 hours
Area Served:	Hamilton-Wentworth; Oakville; St. Catharines; Niagara Falls; Welland; Burlington
Languages:	English
Clients:	Women
Fees:	None
Services Provided:	Multi-purpose Shelter; Counselling for Women; Employment Counselling; Public Education; Emergency Financial; Transportation; Information and Referral; Moving Assistance and Expenses.
Details of Service:	Shelter; individual and family counselling; counselling for men only at request of woman.

INFORMATION AND REFERRAL

Community Information Service Hamilton-Wentworth
155 James Street, Suite 601
Hamilton, Ontario
L8P 3A4

(416) 528-0104

Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
Area Served:	Hamilton-Wentworth
Languages:	English
Clients:	Women, Men
Fees:	None
Services Provided:	Information and Referral.
Details of Service:	Confidential information about housing, legal counselling and other community services.

HAMILTON-WENTWORTH

INFORMATION AND REFERRAL

Ancaster Information Centre
314 Wilson Street East
Ancaster, Ontario
L9G 2B9

(416) 648-6675

Hours:	Monday-Friday 9:00 a.m. -- 3:30 p.m.
Area Served:	Ancaster
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Information and Referral.

Information Dundas
10 Market Street South
Dundas, Ontario
L9H 5G4

(416) 627-5461

Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
Area Served:	Dundas and Area
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Information and Referral.

HAMILTON-WENTWORTH

INFORMATION AND REFERRAL

Stoney Creek Community Information Centre
6 King Street East, 2nd Floor
Stoney Creek, Ontario
L8G 1J8

(416) 664-2333

Hours:	Monday-Friday 9:00 a.m. -- 4:00 p.m.
Area Served:	Stoney Creek and Area
Languages:	English, German
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Information and Referral.
Details of Service:	Information on services and resources; identifies gaps in services and notifies appropriate agencies.

LEGAL SERVICES

Crown Attorney/Court House
50 Main Street East
Hamilton, Ontario
L8N 1E9

(416) 528-8774

Title of Contact Person:	Domestic Assault Co-ordinator
Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

HAMILTON-WENTWORTH

LEGAL SERVICES

Dundurn Community Legal Services
426 Main Street West
Hamilton, Ontario
L8P 1K6

(416) 527-4572

Hours: Monday, Wednesday and Friday 9:00 a.m. -- 5:00 p.m.
Thursday 1:00 p.m. -- 5:00 p.m.
Saturday 9:00 a.m. -- noon

After Hours: (416) 427-4575

Area Served: Hamilton-Wentworth

Languages: English

Clients: Women, Men, Children

Fees: None

Services Provided: Legal Services; Information and Referral.

Details of Service: Legal assistance for protection, and referral for
emergency and second-stage shelter.

McQuesten Legal & Community Services
360A Queenston Road
Hamilton, Ontario
L8K 1H9

(416) 545-0442

Hours: Monday-Wednesday/Friday 9:00 a.m. -- 5:00 p.m.
Wednesday 5:00 p.m. -- 8:00 p.m.
Thursday 1:00 p.m. -- 5:00 p.m.

Area Served: Hamilton Area

Languages: English

Clients: Women, Men, Children

Fees: None

Services Provided: Legal; Public Education; Information and Referral.

Details of Service: Legal information on intake; information and
arrangement for helping services; public legal
education.

HAMILTON-WENTWORTH

POLICE

Hamilton-Wentworth Regional Police
155 King William Street
Hamilton, Ontario
L8R 1A7

(416) 522-4925

Hours:	24 hours
Area Served:	Hamilton-Wentworth
Languages:	English, Multilingual
Clients:	Women, Men, Children
Fees:	Not Applicable
Services Provided:	Police; Transportation; Information and Referral.
Details of Service:	Law enforcement role.

TELEPHONE CRISIS LINE

Telecare Hamilton
Box 927
Hamilton, Ontario
L8N 3P9

(416) 525-8611

Hours:	24 hours
Area Served:	Hamilton-Wentworth
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Counselling for Women, Men, Families; Telephone Crisis Line; Information and Referral.
Details of Service:	Confidential and anonymous crisis conversations.

HURON

COUNSELLING FOR FAMILIES

Huron County Family Crisis Centre
R.R. #2
Bayfield, Ontario
N0M 1G0

(519) 482-7988

Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
Area Served:	Huron County
Languages:	English
Clients:	Women, Men, Children
Services Provided:	Counselling for Families.

Huron County Health Unit
Court House
Goderich, Ontario
N7A 1M2

(519) 524-8301

Hours:	Monday-Friday 8:30 a.m. -- 4:30 p.m.
Area Served:	Huron County
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Counselling for Women, Families; Public Education.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

HURON

EMERGENCY SHELTER

Survival Through Friendship Home
c/o 117 Elgin Avenue East
Goderich, Ontario
N7A 1K5

(519) 524-6014

Title of Contact Person:	Co-ordinator
Hours:	Monday-Friday 9:30 a.m. -- 10:00 p.m. Saturday-Sunday 9:30 a.m. -- 10:00 p.m.
After Hours:	(519) 524-8333 Answering Service (Police)
Area Served:	Huron County - 35-mile radius
Languages:	English, French
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Safe Home Network; Transition House to Open May 1985 ; Counselling for Women, Men, Families; Legal; Telephone Crisis Line; Public Education; Emergency Financial; Transportation; Information and Referral.

LEGAL SERVICES

Crown Attorney/Court House
One The Square
Goderich, Ontario
N7A 1M2

(519) 524-9272

Title of Contact Person:	Domestic Assault Co-ordinator
Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

KENT

EMERGENCY SHELTER

Chatham Kent Women's Centre
P.O. Box 641
Chatham, Ontario
N7M 5K8

(519) 354-6360

Hours:	24 hours
Area Served:	Kent County
Languages:	English, French
Clients:	Women, Children
Fees:	Sliding Scale
Services Provided:	Transition House; Counselling for Women; Telephone Crisis Line; Employment Counselling; Public Education; Transportation; Information and Referral; Childcare Assistance; Follow-up.
Details of Service:	Crisis intervention advocacy; support groups; follow-up visiting; family assessments and reference; parent skills development.

LEGAL SERVICES

Crown Attorney/Court House
21 Seventh Street
Chatham, Ontario
N7M 4K1

(519) 352-2141

Title of Contact Person:	Domestic Assault Co-ordinator
Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

KENT

LEGAL SERVICES

Legal Assistance Kent
P.O. Box 97
Chatham, Ontario
N7M 5K1

(519) 351-6771

Hours:	Monday-Friday 8:30 a.m. -- 4:30 p.m.
Area Served:	Kent County
Languages:	English
Clients:	Women, Men, Children
Fees:	None for low income
Services Provided:	Legal Services; Information and Referral.
Details of Service:	Summary legal advice; referral to other agencies.

TELEPHONE CRISIS LINE

Chatham Telecare
P.O. Box 96
Chatham, Ontario
N2M 5K1

(519) 354-3500

Hours:	24 hours
Area Served:	Southern half of Kent County
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Telephone Crisis Line.

LAMBTON

COUNSELLING FOR FAMILIES

Family Counselling Centre
681 Oxford Street
Sarnia, Ontario
N7T 6Z7

(519) 336-0120

Hours:	Monday-Friday 8:30 a.m. -- 4:30 p.m.
After Hours:	By Appointment
Area Served:	Lambton County
Languages:	English, French, Multilingual
Clients:	Women, Men, Children
Fees:	Ability to Pay
Services Provided:	Counselling for Women, Men, Families; Telephone Crisis Line; Emergency Financial; Information and Referral.
Details of Service:	Counselling; information and referral; crisis line.

COUNSELLING FOR MEN

Commitment to Change
c/o Family Counselling Centre
681 Oxford Street
Sarnia, Ontario
N7T 6Z7

(519) 336-0120

Hours:	Monday-Friday 8:30 a.m. -- 4:30 p.m.
Area Served:	Lambton County
Clients:	Men
Services Provided:	Treatment program for men who batter.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

LAMBTON

EMERGENCY SHELTER

Women's Interval Home
P.O. Box 652
Sarnia, Ontario
N7T 7J7

(519) 336-5202

Hours:	24 hours
Alternate:	(519) 336-5200
Area Served:	All of Lambton County and Sarnia
Languages:	English, Multilingual
Clients:	Women, Children
Fees:	Per Diems from Welfare; Portion of Cost.
Services Provided:	Transition House; Counselling for Women, Families; Telephone Crisis Line; Public Education; Transportation; Information and Referral; Support Groups.
Details of Service:	Crisis and telephone counselling; child care; informal counselling; follow-up.

INFORMATION AND REFERRAL

Information Sarnia-Lambton
224 North Vidal Street
Sarnia, Ontario
N7T 5Y3

(519) 336-2422

Title of Contact Person:	Co-ordinator
Hours:	Monday-Friday 8:30 a.m. -- 5:00 p.m.
Area Served:	County of Lambton
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Information and Referral.
Details of Service:	Information and referral about housing; financial assistance and day care.

LAMBTON

LEGAL SERVICES

Crown Attorney/Court House
700 North Christina Street, Box 2587
Sarnia, Ontario
N7T 7V8

(519) 337-3265

Title of Contact Person:	Domestic Assault Co-ordinator
Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

TELEPHONE CRISIS LINE

Hope Distress Centre, Family Counselling
681 Oxford Street
Sarnia, Ontario
N7T 6Z7

(519) 336-3000

Hours:	Monday-Thursday 8:00 p.m. -- midnight Friday-Sunday 8:00 p.m. -- 8:00 a.m.
Area Served:	Lambton County
Languages:	English, French, Multilingual
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Telephone Crisis Line; Information and Referral.
Details of Service:	Attentive listening; referrals to private counselling and Interval House.

MIDDLESEX

COUNSELLING FOR FAMILIES

Family Counselling Centre
90 Albert Street
London, Ontario
N6A 1L8

(519) 433-0183

Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
Tuesday 5:00 p.m. -- 9:00 p.m.

After Hours: (519) 433-0183 Answering Machine

Area Served: London

Languages: English

Clients: Women, Men, Children

Fees: Sliding Scale

Services Provided: Counselling for Women, Men, Families; Group Counselling.

Details of Service: Individual, couples and group counselling.

Middlesex-London District Health Unit
346 South Street
London, Ontario
N6B 1B9

(519) 673-0110

Hours: Monday-Friday 8:30 a.m. -- 4:30 p.m.

After Hours: (519) 673-0110 By Arrangement With Client

Area Served: Middlesex County and City of London

Languages: English, French

Clients: Women, Men, Children

Fees: None

Services Provided: Counselling for Women, Men, Families; Information and Referral; Counselling for Children; Coordination of Services.

Details of Service: Home visits and counselling for families.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

MIDDLESEX

COUNSELLING FOR MEN

Changing Ways
149 King Street, Suite #2
London, Ontario
N6A 1C3

(519) 438-9869

Hours:	By Appointment
Area Served:	London
Languages:	English
Clients:	Men
Fees:	Sliding Scale
Services Provided:	Counselling for Men.
Details of Service:	Self-help groups for men who batter; ten week sessions.

COUNSELLING FOR WOMEN

London Battered Women's Advocacy Clinic
81 Ridout Street South
London, Ontario
N6C 3X2

(519) 432-2204

Title of Contact Person:	Executive Director
Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
After Hours:	(519) 432-2204 Answering Machine
Area Served:	London and Middlesex
Languages:	English, Multilingual
Clients:	Women
Fees:	None
Services Provided:	Counselling for Women; Legal; Public Education; Information and Referral.
Details of Service:	Legal and mental health information and counselling; legal and social research and education.

MIDDLESEX

EMERGENCY SHELTER

Family Centre
42 Stanley Street
London, Ontario
N6C 1B1

(519) 433-0641

Hours:	24 hours
Area Served:	London
Languages:	English
Clients:	Women, Children, Men
Fees:	None
Services Provided:	Multi-purpose Shelter for Families.

Rotholme Mission Services
42 Stanley Street
London, Ontario
N6C 1B1

(519) 438-4651

Hours:	24 hours
Area Served:	London Area
Languages:	English
Clients:	Women Only
Fees:	Ability to Pay; Subsidy Available
Services Provided:	Multi-purpose Shelter for Women without Children; Counselling for Women; Information and Referral.

MIDDLESEX

EMERGENCY SHELTER

Sisters of St. Joseph - Residence for Women in Need
534 Queens Avenue
London, Ontario
N6B 1Y6

(519) 679-9570

Hours:	24 hours
Area Served:	London and surrounding area
Languages:	English
Clients:	Women
Fees:	Ability to Pay
Services Provided:	Multi-purpose Shelter; Counselling for Women; Information and Referral; Assistance Finding Housing.
Details of Service:	Supportive environment; informal counselling; referral to other services.

Women's Community House
372 Maitland Street
London, Ontario
N6B 2Z1

(519) 439-0755

Hours:	24 hours
Crisis Line:	(519) 439-4543
Business Line:	(519) 439-0755
Area Served:	London/Middlesex
Languages:	Multilingual
Clients:	Women, Children
Fees:	Sliding Scale
Services Provided:	Transition House; Counselling for Women; Legal; Telephone Crisis Line; Public Education; Emergency Financial Services; Transportation; Information and Referral.

MIDDLESEX

INFORMATION AND REFERRAL

Family & Children's Services (Children's Aid Society)

(519) 434-8461

Box 848, Station "B" (164 Albert)
London, Ontario
N6A 4Z5

Title of Contact Person: Intake Supervisor
Hours: Monday-Friday 8:30 a.m. — 5:00 p.m.
After Hours: (519) 432-5984 24 hours
Area Served: Middlesex County
Languages: English, Multilingual
Clients: Women, Men, Children
Fees: None
Services Provided: Counselling for Women, Men, Families; Telephone
Crisis Line; Information and Referral.
Details of Service: Individual counselling; counselling geared towards
parenting; native focus.

Information London

(519) 432-2211

388 Dundas Street
London, Ontario
N6B 1V7

Hours: Monday-Friday 9:00 a.m. — 5:00 p.m.
After Hours: (519) 432-2211 Answering Machine
Area Served: London Area
Languages: English
Clients: Women, Men
Fees: None
Services Provided: Information and Referral.

MIDDLESEX

INFORMATION AND REFERRAL

Salvation Army Victim/Witness Assistance Program
80 Dundas Street, Room O-219
London, Ontario
N6A 2P3

(519) 438-8580

Title of Contact Person:	Co-ordinator
Hours:	Monday-Friday 8:30 a.m. -- 4:30 p.m.
Area Served:	London, Strathroy and surrounding area
Languages:	English, Multilingual
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Information and Referral; Criminal/Family Court Assistance.
Details of Service:	Court-based program providing information and support.

LEGAL SERVICES

Crown Attorney/Court House
80 Dundas Street, Box 5600
London, Ontario
N6A 2P3

(519) 679-7130

Title of Contact Person:	Domestic Assault Co-ordinator
Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

MIDDLESEX

LEGAL SERVICES

London Legal Clinic
121 Queens Avenue
London, Ontario
N6A 1H9

(519) 679-6771

Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
Thursday noon -- 8:00 p.m.
After Hours: (519) 679-6771
Area Served: London and Area
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Legal Services.

POLICE

Family Consultant Service
601 Dundas Street
London, Ontario
N6A 3Y7 *

(519) 438-3291

Hours: Monday-Friday 9:00 a.m. -- 4:00 p.m.
Weekends, Holidays 12:30 p.m. -- 4:00 p.m.
After Hours: (519) 438-3291
Area Served: London City
Languages: English, Multilingual
Clients: Women, Men, Children
Fees: None
Services Provided: Telephone Crisis Line; Public Education; Crisis Intervention.
Details of Service: Resource to police officers; provides crisis intervention.

MIDDLESEX

TELEPHONE CRISIS LINE

Contact Crisis Centre Inc.
P.O. Box 801, Station "B"
London, Ontario
N6A 4Z3

(519) 434-2121

Hours:	24 hours
Area Served:	Telephone calling area of 519
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Telephone Crisis Line; Information and Referral.
Details of Service:	Crisis intervention; listening and referral service.

Sexual Assault Crisis Line
388 Dundas Street
London, Ontario
N6B 1V8

(519) 438-2272

Hours:	24 hours
Area Served:	London
Languages:	English
Clients:	Women
Fees:	None
Services Provided:	Counselling for Women, Families; Telephone Crisis Line; Medical; Information and Referral.
Details of Service:	Counselling provided to battered women who have also been sexually assaulted; accompaniment to police, hospitals, courts, etc.

NIAGARA

COUNSELLING FOR FAMILIES

Family & Children's Services of Niagara Region
311 Geneva Street, Box 516
St. Catharines, Ontario
L2R 6W5

(416) 937-7731

Title of Contact Person:	Executive Director
Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
After Hours:	(416) 937-7731 24 hours
Area Served:	Niagara Region
Languages:	English, French, Italian
Clients:	Women, Men, Children
Fees:	Sliding Scale
Services Provided:	Counselling for Women, Men, Families; Telephone Crisis Line; Transportation; Information and Referral; Protection of Children; Family Life Education.
Details of Service:	Protection of children under the Child Welfare Act; individual, family, group, marital counselling.

COUNSELLING FOR MEN

Design for A New Tomorrow
217 King Street, Box 1265
St. Catharines, Ontario
L2R 6A7

(416) 684-1223

Hours:	Monday-Friday 8:00 a.m. — 4:00 p.m.
Area Served:	Niagara Peninsula
Languages:	English
Clients:	Men
Fees:	None
Services Provided:	Counselling for Men; Telephone Crisis Line.
Details of Service:	Self-help group for men who batter; intermittent nine-week sessions.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

NIAGARA

COUNSELLING FOR WOMEN

Design for a New Tomorrow
217 King Street
St. Catharines, Ontario
L2R 7A7

(416) 684-0644

Hours:	Monday-Friday 8:00 a.m. -- 4:00 p.m.
Area Served:	Niagara Peninsula
Languages:	English
Clients:	Women, Men
Fees:	None
Services Provided:	Counselling for Women, Men; Telephone Crisis Line; Public Education; Information and Referral.
Details of Service:	Individual and group counselling for women; assessment and group counselling for men.

EMERGENCY SHELTER

Niagara Women in Crisis
c/o 5017 Victoria Avenue
Niagara Falls, Ontario
L2E 4C9

(416) 356-3933

Title of Contact Person:	Director-Administrator (Nova House)
Hours:	Monday-Friday 8:50 a.m. -- 5:00 p.m.
Alternate:	(416) 356-3933 (Administration Line) (416) 356-5800 (Crisis Line)
Area Served:	Niagara Falls; Chippawa; St. Davids; Niagara-on-the-Lake; Fort Erie
Languages:	English, Dutch
Clients:	Women, Children
Fees:	Sliding Scale
Services Provided:	Transition House; Counselling for Women; Telephone Crisis Line; Public Education; Transportation; Information and Referral; Counselling for Children of Residents.
Details of Service:	Accommodation and meals; emergency clothing; children's programs; individual and group counselling; follow-up.

NIAGARA

EMERGENCY SHELTER

Women's Place (Welland & District) Inc.
109 Chaffey Street
Welland, Ontario
L3B 2Y6

(416) 788-0113

Hours:	24 hours
Area Served:	Niagara Peninsula
Languages:	English, French, Italian, Multilingual
Clients:	Women, Children
Fees:	None
Services Provided:	Transition House; Counselling for Women; Telephone Crisis Line; Employment Counselling; Public Education; Transportation; Information and Referral; Follow-up Program; Child Care.
Details of Service:	Crisis intervention; individual and group counselling; court support; child care and follow-up programs.

INFORMATION AND REFERRAL

Information Niagara
5017 Victoria Avenue
Niagara Falls, Ontario
L2E 4C9

(416) 356-4636

Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m. Thursday 7:00 p.m. -- 9:00 p.m. (legal clinic)
After Hours:	Welland-(416) 734-4222
Area Served:	Niagara Falls, Fort Erie, Thorold; Niagara-on-the-Lake
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Information and referral on all human services; legal clinic; summary legal advice.

NIAGARA

INFORMATION AND REFERRAL

Information Niagara
360 St. Paul's Street
St. Catharines, Ontario
L2R 3N2

(416) 682-6611

Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
After Hours:	Welland - (416) 734-4222
Area Served:	Niagara Falls, Fort Erie, Thorold, Niagara-on-the-Lake
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Information and referral on all human services; legal clinic; summary legal advice.

LEGAL SERVICES

Community Legal Services of Niagara South
P.O. Box 128, 27 Division Street
Welland, Ontario
L3B 3Z5

(416) 384-9450

Hours:	Monday-Thursday 8:30 a.m. -- 4:30 p.m. Friday 8:30 a.m. -- 12:30 p.m.
After Hours:	(416) 732-2447 Answering Service
Area Served:	All Niagara South except Niagara
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal Services; Information and Referral; Public Legal Information.
Details of Service:	Public legal education; training and assistance to shelter staff.

NIAGARA

LEGAL SERVICES

Community Legal Services of Niagara South

(416) 382-2536

P.O. Box 360, 48 Lincoln Street
Crystal Beach, Ontario
L0S 1B0

Hours: Monday-Thursday 8:30 a.m. -- 4:30 p.m.
Friday 8:30 a.m. -- 12:30 p.m.

After Hours: (416) 894-4775 Answering Service

Area Served: All Niagara South except Niagara Falls

Languages: English

Clients: Women, Men, Children

Fees: None

Services Provided: Legal Services; Information and Referral; Public Legal Information.

Details of Service: Public legal education; training and assistance to shelter staff.

Crown Attorney/Court House

(416) 685-4293

P.O. Box 788
St. Catharines, Ontario
L2R 6Y3

Title of Contact Person: Domestic Assault Co-ordinator

Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.

Languages: English

Clients: Women, Men, Children

Fees: None

Services Provided: Legal; Information and Referral.

Details of Service: Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

NIAGARA

LEGAL SERVICES

Crown Attorney/Court House
12 King Street
Welland, Ontario
L3B 3H9

(416) 732-1328

Title of Contact Person:	Domestic Assault Co-ordinator
Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

Niagara North Community Legal Assistance
8 Church Street, P.O. Box 1266
St. Catharines, Ontario
L2R 7A7

(416) 682-6635

Hours:	Monday-Friday 8:00 a.m. -- noon 1:00 p.m. -- 4:30 p.m. Thursday 1:15 p.m. -- 4:30 p.m.
Area Served:	Niagara North and Niagara Falls
Languages:	English
Clients:	Women, Men
Fees:	Free
Services Provided:	Legal; Information and Referral.

NIAGARA

POLICE

Victim Services Unit/Niagara Regional Police

(416) 688-4111

68 Church Street
St. Catharines, Ontario
L2R 3C6

Title of Contact Person:	Co-ordinator, Extension 266
Hours:	Monday-Friday 8:00 a.m. -- 4:00 p.m.
Area Served:	Regional Municipality of Niagara
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Police; Information and Referral.
Details of Service:	Laying of assault charges; support to victims; referrals to community organizations.

TELEPHONE CRISIS LINE

Distress Centre of St. Catharines & District

(416) 688-3711

P.O. Box 145
St. Catharines, Ontario
L2R 6R4

Hours:	24 hours
Area Served:	St. Catharines, Niagara Falls, Niagara-on-the-Lake, Welland, Port Colborne
Languages:	English, Multilingual
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Telephone Crisis Line; Transportation; Information and Referral.
Details of Service:	Crisis intervention.

OXFORD

COUNSELLING FOR FAMILIES

(519) 539-6176

Family & Children's Services

92 Light Street
Woodstock, Ontario
N4S 7X6

Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
After Hours:	(519) 539-6176
Area Served:	Oxford County
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Counselling for Women, Men, Families; Telephone Crisis Line; Information and Referral; Child Care and Homemaker Services.
Details of Service:	Individual, child, family and group counselling; child care services.

COUNSELLING FOR MEN

(519) 539-6176

Batterers' Group

c/o Family & Children's Services
92 Light Street
Woodstock, Ontario
N4S 7X6

Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
Area Served:	Oxford County
Languages:	English
Clients:	Men
Services Provided:	Treatment program for men who batter.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

OXFORD

EMERGENCY SHELTER

Women's Emergency Centre, Inc.
768 Lawrason Street
Woodstock, Ontario
N4S 1P9

(519) 539-1439

Hours:	24 hours
Area Served:	Oxford County
Languages:	English
Clients:	Women, Children
Fees:	Ability to Pay
Services Provided:	Transition House; Counselling for Women; Telephone Crisis Line; Public Education; Information and Referral.
Details of Service:	Emergency housing; emotional support; parenting classes; group activities; referrals.

LEGAL SERVICES

Crown Attorney/Court House
Hunter Street
Woodstock, Ontario
N4S 4G6

(519) 537-2611

Title of Contact Person:	Domestic Assault Co-ordinator
Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
Alternate:	(519) 537-2842
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

OXFORD

POLICE

(519) 485-1500

Ingersoll Police Force
123 Oxford Street
Ingersoll, Ontario
N5C 2G8

Hours:	24 hours
Area Served:	Town of Ingersoll
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Counselling for Women, Men, Families; Police.
Details of Service:	Investigation and charges of assault.

(519) 842-5912

Tillsonburg Police Force
Box 482, 126 Concession Street East
Tillsonburg, Ontario
N4G 4J1

Hours:	24 hours
Area Served:	Town of Tillsonburg
Languages:	English, French, Multilingual
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Counselling for Women, Men, Families; Police; Public Education; Information and Referral.
Details of Service:	Protection; law enforcement.

OXFORD

POLICE

Woodstock Police Force
Market Square
Woodstock, Ontario
N4S 1H6

(519) 537-2323

Hours:	24 hours
Area Served:	Woodstock
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Police; Transportation.
Details of Service:	Transportation provided, if necessary, to women's transition shelter.

PERTH

COUNSELLING FOR FAMILIES

Children's Aid Society of County of Perth

(519) 271-5290

380 Hibernia Street
Stratford, Ontario
N5A 5W3

Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
After Hours: (519) 271-5290 24 hours
Area Served: Perth County
Languages: English, Multilingual
Clients: Women, Men, Children
Fees: None
Services Provided: Counselling for Women, Families, Children; Public Education; Information and Referral; Support for Local Shelter.
Details of Service: Individual and family counselling with particular emphasis on the effects of violence on children.

Stratford Family Counselling Service

(519) 273-1020

147 Ontario Street, 2nd Floor
Stratford, Ontario
N5A 3H1

Title of Contact Person: Executive Director or Intake Worker
Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
Wednesday 5:00 p.m. -- 9:00 p.m.
After Hours: (519) 273-1020
Area Served: Perth County
Languages: English
Clients: Women, Men, Children
Fees: Sliding Scale
Services Provided: Counselling for Women, Men, Families, Children; Employment Counselling; Public Education; Information and Referral; Credit and Debt Counselling.
Details of Service: Marriage, individual and family counselling; family advocacy.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

PERTH

EMERGENCY SHELTER

Optimism Place
438 Downie Street
Stratford, Ontario
N5A 1X7

(519) 271-5550

Hours: 24 hours
Area Served: Perth, Stratford, St. Mary's
Languages: English
Clients: Women, Children
Fees: Ability to Pay
Services Provided: Transition House; Telephone Crisis Line;
Transportation; Information and Referral; Child Care.
Details of Service: Self-help group; ex-residents and group counselling.

LEGAL SERVICES

Crown Attorney/Court House
Stratford, Ontario
N5A 6V6

(519) 271-4020

Title of Contact Person: Domestic Assault Co-ordinator
Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
Languages: English
Clients: Women, Men, Children
Fees: None
Services Provided: Legal; Information and Referral.
Details of Service: Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

PERTH

POLICE

Listowel Police Force
330 Wallace Avenue North
Listowel, Ontario
N4W 1L3

(519) 291-3323

Hours:	24 hours
Area Served:	Municipality of Listowel
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Police.
Details of Service:	Referral to county agencies for counselling, etc.

St. Mary's Police Department
5 Church Street North, Box 10
St. Mary's, Ontario
N0M 2V0

(519) 284-2121

Hours:	24 hours
Area Served:	Town of St. Mary's
Languages:	English
Clients:	Women, Children
Fees:	None
Services Provided:	Police; Transportation; Information and Referral.

PERTH

TELEPHONE CRISIS LINE

Telecare Stratford

Box 501
Stratford, Ontario
N5A 6T7

(519) 273-0111

Hours:	24 hours
Alternate:	ZENITH (Toll Free) 44770
Area Served:	Stratford and District
Languages:	English
Clients:	Women, Men, Children
Fees:	Not Applicable
Services Provided:	Telephone Crisis Line.

WATERLOO

COUNSELLING FOR FAMILIES

Kitchener-Waterloo Counselling Services, Inc.
235 King Street East
Kitchener, Ontario
N2G 4N5

(519) 743-6391

Title of Contact Person:	Executive Director
Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
After Hours:	By Appointment
Area Served:	Waterloo Region, North of Highway 401
Languages:	English
Clients:	Women, Men, Children
Fees:	Sliding Scale
Services Provided:	Counselling for Women, Men, Families; Information and Referral
Details of Service:	Individual, marital and family counselling.

COUNSELLING FOR MEN

The Men's Group
c/o Family Service Bureau
18 Walnut Street
Cambridge, Ontario
N1R 2E7

(519) 621-5090

Hours:	9:00 a.m. -- 5:00 p.m.
Area Served:	Waterloo Region
Languages:	English
Clients:	Men
Services Provided:	Self-help groups for men who batter.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

WATERLOO

EMERGENCY SHELTER

Anselma House

127 Duke Street East
Kitchener, Ontario
N2H 1A6

(519) 742-5894

Hours: 24 hours
Area Served: Waterloo Region
Languages: English, Multilingual
Clients: Women, Men, Children
Fees: None initially; after 10 days, sliding scale
Services Provided: Transition House; Counselling for Women, Men, Families; Legal; Telephone Crisis Line; Public Education; Transportation; Information and Referral.
Details of Service: Child care support and consulting; court support; community outreach; follow-up; group for batterers.

Family Crisis Shelter

P.O. Box 3282
Cambridge, Ontario
N3H 4T3

(519) 653-2422

Hours: 24 hours
Area Served: Waterloo Region
Languages: English, Multilingual
Clients: Women, Men, Children
Fees: Ability to Pay; Subsidy Available
Services Provided: Transition House; Counselling for Women, Men, Families; Telephone Crisis Line; Public Education; Emergency Financial; Transportation; Information and Referral; Protection.
Details of Service: Accommodation, counselling, court advocacy, referrals, after-care, self-help groups, life skills.

WATERLOO

EMERGENCY SHELTER

YWCA Residence
84 Frederick Street
Kitchener, Ontario
N2H 2L7

(519) 744-6507

Hours:	24 hours
Area Served:	Waterloo Region
Languages:	English
Clients:	Women, Children
Fees:	None
Services Provided:	Multi-purpose Shelter.
Details of Service:	Emergency shelters for families; information and referral.

INFORMATION AND REFERRAL

Woolwich Community Information Centre
73 Arthur Street South
Elmira, Ontario
N3B 2M8

(519) 669-5139

Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
After Hours:	(519) 669-5139 Answering Service
Area Served:	Woolwich Township
Languages:	English
Clients:	Women, Men, Children
Fees:	Not Applicable
Services Provided:	Information and Referral.

WATERLOO

INFORMATION AND REFERRAL

Kitchener-Waterloo Community Information Centre
10 Water Street North
Kitchener, Ontario
N2H 5A5

(519) 653-5705

Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
After Hours:	(519) 653-5705 Answering Service
Area Served:	Kitchener-Waterloo Area
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Information and Referral.

Crown Attorney/Court House
20 Weber Street East
Kitchener, Ontario
N2H 1C3

(519) 576-4300

Title of Contact Person:	Domestic Assault Co-ordinator
Hours:	Monday-Friday 9:00 a.m. -- 5:00 p.m.
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

WATERLOO

INFORMATION AND REFERRAL

Waterloo Region Community Legal Services

(519) 743-0254

30 Francis Street South
Waterloo, Ontario
N2G 2A1

Title of Contact Person: Director
Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
Alternate: (519) 653-1640
Area Served: Waterloo Region
Languages: English, French, Russian, Spanish
Clients: Women, Men, Children
Fees: None
Services Provided: Legal; Public Education; Information and Referral.
Details of Service: Legal information, advice, representation; community legal education.

POLICE

Victim Services Unit - Waterloo Regional Police

(519) 635-7700

134 Frederick Street
Kitchener, Ontario
N2G 4G3

Title of Contact Person: Extension 265
Hours: Monday-Friday 8:00 a.m. -- 6:30 p.m.
Alternate: (519) 579-2211 (Extension 265)
Area Served: Waterloo Region
Languages: English, Multilingual
Clients: Women, Men, Children
Fees: None
Services Provided: Counselling for Women, Men, Families; Police; Public Education; Information and Referral; Court Assistance.
Details of Service: Emotional support and advice; information and referral.

WATERLOO

TELEPHONE CRISIS LINE

(519) 745-1166

Help Distress Line
P.O. Box 851
Waterloo, Ontario
N2J 4C3

Hours:

Monday-Friday 9:00 a.m. -- midnight
Saturday-Sunday 24 hours

Alternate:

(519) 653-2000

Area Served:

Region of Waterloo

Languages:

English

Clients:

Women, Men, Children

Fees:

Not Applicable

Services Provided:

Telephone Crisis Line; Information and Referral.

Details of Service:

Telephone listening and referrals.

WELLINGTON

COUNSELLING FOR FAMILIES

Family Counselling Service

(519) 824-2431

55 Delhi Street
Guelph, Ontario
N1H 6N3

Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.
Monday-Thursday 5:00 p.m. -- 9:00 p.m.

After Hours: (519) 824-2431

Area Served: Wellington County

Languages: English

Clients: Women, Men, Children

Fees: Sliding Scale

Services Provided: Counselling for Women, Men, Families; Children's
Groups; Couple Therapy.

Details of Service: Support groups for women, men, children and couples.

COUNSELLING FOR MEN

Family Counselling Service

(519) 824-2431

55 Delhi Street, P.O. Box 1088
Guelph, Ontario
N1H 6N3

Hours: Monday-Friday 9:00 a.m. -- 5:00 p.m.

Area Served: Wellington County

Languages: English

Clients: Men

Fees: Sliding Scale

Services Provided: Counselling for Men.

Details of Service: Self-help groups for men who batter through the
Family Violence Treatment Program; voluntary and
court referral.

Important: Please refer to your local telephone directory for emergency services if they are not listed in the Compendium; e.g. hospitals, police, social services (welfare).

WELLINGTON

EMERGENCY SHELTER

Women in Crisis/Marianne's Place
P.O. Box 1451
Guelph, Ontario
N1H 6N9

(519) 836-5710

Hours:	24 hours
Alternate:	(519) 836-1110 Business Line
Area Served:	Guelph, Wellington
Languages:	English
Clients:	Women, Children
Fees:	Ability to pay for shelter, otherwise - none
Services Provided:	Transition House; Counselling for Women; Telephone Crisis Line; Public Education; Transportation; Information and Referral; Counselling for Children.
Details of Service:	Assessment and evaluation of women's physical and emotional needs; referrals; follow-up program.

INFORMATION AND REFERRAL

Guelph Distress Centre
177 Norfolk Street
Guelph, Ontario
N1H 4K1

(519) 821-3760

Hours:	24 hours
Area Served:	Wellington County
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Counselling for Women, Men, Families; Telephone Crisis Line; Information and Referral.
Details of Service:	Crisis intervention; acts as liaison for other agencies.

WELLINGTON

LEGAL SERVICES

Crown Attorney/Court House
74 Woolwich Street
Guelph, Ontario
N1H 3T9

(519) 822-1031

Title of Contact Person:	Domestic Assault Co-ordinator
Hours:	Monday-Friday 9:00 a.m. — 5:00 p.m.
Languages:	English
Clients:	Women, Men, Children
Fees:	None
Services Provided:	Legal; Information and Referral.
Details of Service:	Legal advice, assistance and prosecutorial expertise to victims of family violence; assistance in obtaining legal aid; knowledge of local resources, social agencies and legal aid.

MEDICAL

Guelph General Hospital
114 Delhi Street
Guelph, Ontario
N1E 4S4

(519) 822-5350

Hours:	24 hours - Emergency
Area Served:	Guelph-Wellington County
Languages:	English
Clients:	Women, Men, Children
Fees:	OHIP
Services Provided:	Medical Services; Information and Referral.
Details of Service:	Referral to Guelph and Wellington Women in Crisis.
